

Functional Area 5.11

INSTALLATION TRANSPORTATION SERVICES

Table of Contents

INSTALLATION TRANSPORTATION SERVICES	1
5.11.1 INTRODUCTION	1
5.11.2 SCOPE OF SERVICES	1
5.11.2.1 Work Area/System Description	1
5.11.2.2 Work Management and Control	1
5.11.3 INSTALLATION TRANSPORTATION SERVICES GENERAL TASKS.....	2
5.11.3.1 Briefings, Meetings, and Technical Guidance	2
5.11.3.2 Transportation Inquiries and Requests for Information	2
5.11.3.3 Liaison with Transportation Industry	2
5.11.3.4 Traffic Management	3
5.11.3.5 Customer Assistance	3
5.11.3.6 Complaints	3
5.11.3.7 Government Correspondence	3
5.11.4 INSTALLATION TRANSPORTATION MOTOR POOL OPERATION	3
5.11.4.1 User-Driver Concept of Operation	3
5.11.4.2 Vehicle Fleet Management and Record Keeping	4
5.11.4.3 Vehicle Issue and Dispatch	5
5.11.4.4 Passenger and Cargo Services	9
5.11.4.5 Vehicle Recovery and Emergency Roadside Service	10
5.11.4.6 Vehicle Facilities and Equipment Maintenance	10
5.11.4.7 Credit Card Management	12
5.11.4.8 Vehicle Fleet Asset Management	12
5.11.4.9 Truck and Bus Operator Training and Testing	13
5.11.4.10 Truck and Bus License Issue and Control	14
5.11.4.11 Other Reporting Requirements	15
5.11.5 PASSENGER SERVICES	15
5.11.5.1 Travel Services Management	15
5.11.5.2 CONUS Travel Services	16
5.11.5.3 OCONUS Travel Services	16
5.11.5.4 Ground Transportation	18
5.11.5.5 Government Travel Service	19
5.11.6 PERSONAL PROPERTY MOVEMENT	20
5.11.6.1 General Services and Operations	20
5.11.6.2 Automated Information Systems	22
5.11.6.3 Reporting Requirements	22
5.11.6.4 Customer Counseling	22
5.11.6.5 Outbound Shipments	23
5.11.6.6 Inbound Shipments	24
5.11.6.7 One-Time-Only Shipments	25
5.11.6.8 Boats	27

5.11.6.9 Do-It-Yourself (DITY) Moves	29
5.11.6.10 Storage In Transit (SIT).....	30
5.11.6.11 Non-Temporary Storage (NTS)	31
5.11.6.12 Direct Procurement Method	33
5.11.6.13 Quality Control	33
5.11.7 FREIGHT SERVICES.....	35
5.11.7.1 General	35
5.11.7.2 Automated Information Systems	37
5.11.7.3 Reporting Requirements	37
5.11.7.4 Freight Receiving and Shipping Point Operation	38
5.11.7.5 Inbound Freight Shipments	39
5.11.7.6 Outbound Freight Shipments	42
5.11.7.7 Shipping of Hazardous Materials.	45
5.11.7.8 Unit Moves	46

List of Technical Exhibits

<u>Exhibit Number</u>	<u>Title</u>
5.11-001	Contract Data Requirements Lists (CDRLs)
5.11-002	Workload Data

[This Page Not Used]

Functional Area 5.11

INSTALLATION TRANSPORTATION SERVICES

5.11.1 INTRODUCTION

The Contractor shall provide Installation transportation services to authorized organizations and individuals. Transportation services include motor pool, passenger, freight, household goods, and unit move services. All work shall be performed by qualified personnel in accordance with applicable laws, regulations, documents and Government-developed annual and long-range plans. This work will be accomplished only by a valid work document. Technical Exhibits provide expanded information for this Functional Area.

5.11.2 SCOPE OF SERVICES

5.11.2.1 Work Area/System Description

The Contractor shall perform Fort Lee Transportation Services . The Contractor shall operate the Transportation Motor Pool (TMP) to include vehicle and equipment operation and dispatch, maintenance and repair of designated equipment, and fleet asset management. The Contractor shall also perform designated transportation services to include, but not limited to: personnel and cargo transport, personal property movement, passenger services, and Installation transportation office staff support activities. The Contractor shall provide services into, out of, and within the assigned AR 5-9 area of responsibility (AOR).

Facilities, equipment, and components covered under this Functional Area of the Contract include, but are not limited to, the following:

- Office and shops
- Warehouses
- Storage lots
- Vehicle wash facilities
- Passenger vehicles
- Cargo vehicles
- Special purpose vehicles
- Materiel handling equipment (MHE) and Taylor forklift
- Automated management information systems

5.11.2.2 Work Management and Control

5.11.2.2.1 Hours of Operation. The Contractor shall provide Installation Transportation Services during normal Installation operating hours (0730 to 1630 Monday through Friday), except as noted. The Contractor shall provide assistance when called by the Staff Duty Officer after duty hours (including evenings, weekends, and holidays).

- 5.11.2.2.2 Accountable Items and Documents. The Contractor shall secure all Transportation Services accountable items and documents, to include Self Locking Seals, Government Bills of Lading (GBLs), Service Orders, Government Transportation Requests (GTRs), and meal tickets, in a locked container when not being used or when authorized Contractor personnel are not present. The Contractor shall make the accountable documents available to the Government, upon request. The Contractor shall maintain an accountability log of usage.
- 5.11.2.2.3 Forms Preparation. All forms which obligate the expenditure of Government funds shall be thoroughly reviewed for completeness and accuracy. The forms shall be initialed legibly by the appropriate Contractor personnel prior to presentation to the COR for approval and signature.
- 5.11.2.2.4 Reporting Requirements. The Contractor shall prepare, submit, and maintain all records and reports as specified herein and in accordance with the Contract Data Requirements Lists (CDRLs) provided in Technical Exhibit 5.11-001.
- 5.11.2.2.5 Receipt of Invoices. The Contractor shall time and date stamp each invoice upon receipt. The Contractor shall process transportation documents for payment in accordance with the Prompt Payment Act. This shall include editing, processing, submitting documents to the COR for review and signature, and delivering of documents to Finance and Accounting Office (FA&O) using over night express in sufficient time for the Government to earn discounts offered and to avoid interest penalties for late payment.
- 5.11.2.2.6 File Maintenance. The Contractor shall maintain active and closed files in accordance with applicable regulations. Files shall be maintained in active storage for ten years unless otherwise specified. The Contractor shall file and maintain for the Government copies of all transportation documents associated with performance of this function.

5.11.3 INSTALLATION TRANSPORTATION SERVICES GENERAL TASKS

5.11.3.1 Briefings, Meetings, and Technical Guidance

The Contractor shall provide all requested briefings and shall attend meetings and provide technical advice on Transportation Services when requested, including during non-duty hours.

5.11.3.2 Transportation Inquiries and Requests for Information

The Contractor shall fully research, evaluate, and respond in writing to the COR concerning inquiries, congressionals, other complaints, or requests for information (e.g., suggestion evaluations, Class B/C vehicle utilization rates, information papers, or procedural inquiries). The Contractor shall prepare the response in sufficient time for the COR to meet suspense dates.

5.11.3.3 Liaison with Transportation Industry

The Contractor shall perform as liaison with Military Traffic Management Command (MTMC) activities, TRANSCOM, AMC, Support Units, other military activities, and transportation industry representatives. The Contractor shall be familiar with information such as

schedules, services, fares, equipment rates and contract, facilities of carriers, and transportation agreements affecting Fort Lee transportation requirements.

5.11.3.4 Traffic Management

The Contractor shall implement new traffic management procedures, changes, and revisions as identified by MTMC within the scope of this Contract. The Contractor shall participate in all transportation and traffic management test programs as directed by the Government within the scope of this Contract.

5.11.3.5 Customer Assistance

The Contractor shall provide efficient and courteous service, giving technical assistance and guidance to all customers seeking information relative to the movement of personal property, freight, personnel, and on/off-Installation shipments within the scope of this Contract.

5.11.3.6 Complaints

The Contractor shall resolve transportation complaints from units and individual customers within the scope of this Contract. Unresolved complaints shall be presented to the COR.

5.11.3.7 Government Correspondence

Within the scope of this Contract, the Contractor shall draft responses to all correspondence addressed to the Government including, but not limited to: form letters; messages; endorsements; carrier performance letters; Standing Route Order letters to MTMC; requests for information from carriers and shippers; request for Certification for GBLs; letters to other military Installations; and Guaranteed Traffic Letters to MTMC; GBL inquiries (AM 1718); Reports of Survey against carriers and shippers; and Inspector General (IG), Congressional and similar documents concerning Contractor's area of performance. Responses shall be submitted to the COR for approval and signature in accordance with regulations. The Contractor shall provide responses to the COR at least five working days prior to the required response date or immediately when a response is required in less than five working days.

5.11.4 INSTALLATION TRANSPORTATION MOTOR POOL OPERATION

5.11.4.1 User-Driver Concept of Operation

5.11.4.1.1 General. The Contractor shall operate the Transportation Motor Pool (TMP) under the user-driver concept which requires the requesting activity to furnish drivers for most non-tactical vehicles. The requesting activity must request the Contractor to provide a driver if needed.

- a. The Contractor shall complete required items of information to input into the automated database, verify the driver has a valid driver's license, obtain the user's signature, issue a trip report and Operator's Daily Checklist, issue Wright Express Credit Card and Fort Lee Credit Card, issue a Motor Vehicle Operator's Accident Reporting Kit, and issue vehicle keys.
- b. The Contractor shall review forms for vehicle maintenance problems. If needed, the Contractor shall contact the maintenance vendors to have problems fixed.

- c. The Contractor shall ensure that the operator refuels the vehicle when the user returns.
- d. The Contractor shall require the refueling logs are updated daily and turned in monthly.
- e. Government operators will perform operator's inspection and service on equipment dispatched for their use. The Contractor shall provide instructions to accomplish this at dispatch and ensure forms are filled out when the vehicle is returned.
- f. The Contractor shall also conduct before and after operation inspections on all vehicles and special dispatch equipment (i.e., conference support and funeral detail) to ensure that drivers have performed required inspections and services. Vehicles that arrive after normal duty hours shall be checked first thing the following morning before dispatch.
- g. The Contractor shall advise operators of their responsibility to accomplish the required services prior to leaving the TMP area.
- h. The Contractor shall prepare, maintain, and submit a daily log of inspections performed to the COR.

5.11.4.1.2 Vehicle User Responsibilities. The vehicle user is responsible for cleaning the interior/exterior of the dispatched vehicle prior to turn-in. The Contractor shall not accept the turn-in of a vehicle that does not have a clean interior and exterior. The Contractor shall wash the vehicles as need to ensure that all vehicles are clean (interior/exterior) prior to dispatch. The Contractor shall provide all users of the TMP with the necessary cleaning materials to include soap, rags, mops, and buckets. The Government will be responsible for the purchase of and accounting for the cleaning materials as defined in Section C-3 of this Contract.

5.11.4.2 Vehicle Fleet Management and Record Keeping

5.11.4.2.1 General. The Contractor shall provide vehicle fleet management and record keeping services to include maintaining operations, maintenance, and purchasing data in support of the TMP in accordance with AR 58-1, TM 38-600, DA Pam 738-750, and the General Services Administration (GSA) Memorandum of Understanding (MOU). This includes, but is not limited to:

- a. Ensuring all records are updated according to schedule and contain correct, complete, and up-to-date information.
- b. Maintaining responsibility for all data entry, data corrections, report generation, and distribution of required reports.
- c. Providing a centralized equipment records and data collection service on GSA assets and services performed in accordance with regulations cited above.

5.11.4.2.2 Vehicle Mileage. The Contractor shall provide to the COR individual vehicle mileage on Army-leased, GSA-provided equipment using GSA Form 494 (CDRL 511R001). The Government will provide the Contractor with this form.

5.11.4.2.3 Vehicle Accidents. All vehicle accidents shall be investigated and reported in accordance with AR 385-40 and AR 385-55, Chapter 2. The Contractor shall provide

documentation of accidents to the COR and GSA. Documentation shall include, but not be limited to, SF 91, Operator's Report of Motor Vehicle Accident, a copy of any police reports associated with the accident, and a cost estimate of damages. Documentation shall be provided within five working days of the accident.

5.11.4.2.3.1 Accident Reporting Requirements. The Contractor shall report accidents via telephone to the COR and the Provost Marshall. The Contractor shall prepare and submit to the COR accident and damage reports involving TMP assigned equipment in accordance with AR 385-55, Fort Lee Supplement, and GSA reporting requirements contained in the vehicle accident package. The driver shall be required to complete SF 91, Operator's Report of Motor Vehicle Accident, and the Contractor shall initiate DA Form 3697, Report of Survey. The Contractor shall inform the Installation Military Police and shall take pictures at the accident site.

5.11.4.2.4 Vehicle and MHE Utilization. The Contractor shall establish and operate a program to rotate vehicles to ensure that TMP vehicle and MHE utilization (expressed in total mileage or hours of operation, divided by age of the vehicle/MHE) meet the utilization goals in accordance with AR 58-1, AR 700-88 and AR 310-34. The Contractor shall prepare a monthly report of GSA miles of operation on GSA Form 494 for submission.

5.11.4.2.5 Facility Security. When TMP is not occupied, the Contractor shall ensure that all vehicles parked in the TMP vehicle lot are locked and secured in accordance with AR 58-1 and TM 38-600. The Contractor shall ensure that no privately owned vehicles, vehicle units, or any vehicle equipment, are stored or parked in the TMP per AR 58-1. The Contractor shall allow only those personnel on official Government business in the TMP work areas. The Contractor shall notify the COR for assistance should a serious problem arise concerning Contractor enforcement.

5.11.4.3 Vehicle Issue and Dispatch

The Contractor shall manage the dispatch office. The dispatch service shall be operated from 0600 - 1800 Monday through Friday, excluding Federal Holidays. The Government, at its option, may change the schedule consistent with the Contract level of effort. This service includes on-call, one-time basis, recurring and extended dispatch vehicles described below. Dispatch control and services shall be provided from a central control location for GSA assigned equipment. The Contractor may implement sub-pool dispatch procedures contained in TM 38-600 with the prior approval of the COR. Vehicle dispatch, control and administration are contained in TM 38-600, AR 58-1 with TRADOC and Fort Lee Supplement, AR 710-2, TMP Standing Operating Procedures, DA Pam 738-750 for forms utilization, GSA MOU, and this Contract.

5.11.4.3.1 Dispatch of Vehicles and Equipment. The Contractor shall dispatch equipment during operational hours for daily dispatch and on-call dispatch, and shall dispatch equipment for special operations, emergency, and contingency plans, during normal operation hours and other times as approved by the COR. The Contractor shall select the type and category (Class B or C) of vehicle to meet each requirement and determine if vehicles are available to meet the total support requirement of all requests.

5.11.4.3.1.1 Daily Dispatch Log. The Contractor shall maintain a daily dispatch log for all vehicles dispatched in accordance with DA PAM 738-750 and TM 38-600.

The log shall contain the title of the official user, reporting point, phone extension, time to report, expected time of return, destination, vehicle number, operator's name and grade, time out and in, operator's signature, and the date. The status of all vehicles shall be entered daily into the TMP automated system.

5.11.4.3.1.2 Class C Vehicle Requests. The Contractor shall evaluate Class C requests in accordance with AR 58-1, determine availability of the vehicle type requested, and give priority to mission essential requests. The Contractor shall verify when there is an insufficient supply of TMP vehicles to support mission requests. The Contractor shall coordinate with GSA and commercial rental/leasing agencies, identify vehicles required to support mission, and submit request to COR to obtain required commercial support.

- a. The Contractor shall maintain equipment not-on-dispatch in a condition of readiness and protect repairable equipment from deterioration while awaiting repair.
- b. The Contractor shall dispatch vehicles for official use only to authorized drivers with approved requests for dispatch and valid driver's licenses in accordance with AR 58-1. The Contractor shall document and report all instances of misuse of GSA owned or controlled motor vehicles.
- c. The Contractor shall determine for each request whether an appropriate size and type of vehicle is available.
- d. The Contractor shall assign, in accordance with regulations, that vehicle which can fully accomplish the user's intended objective at the lowest operating cost.

5.11.4.3.2 Validity of Dispatch Request. The Contractor shall determine whether a dispatch request is valid in accordance with TM 38-600 and shall advise the requesting office promptly if a vehicle request is denied. Vehicle requests not conforming to established Transportation Division criteria shall be forwarded to the COR. The Government will notify the requesting party of the decision. The Contractor shall notify the requesting office at the time the vehicle request is denied.

5.11.4.3.3 Ride-Sharing. If a request cannot be filled because vehicles are not available, the Contractor shall try to arrange ride-sharing with an already-approved user, reschedule the request, persuade an already-approved user to reschedule his trip(s) so as to make another vehicle available, or resolve the problem in another way consistent with regulations and procedures. An approved request can be "bumped" for a higher-priority request with prior approval of the COR.

5.11.4.3.4 Off-Installation Authorization. The Contractor shall approve off-Installation authorization. The Contractor shall NOT approve any requests for transportation which are beyond the permissible operating distance. The COR will approve mission essential transportation requests to other military Installations beyond the permissible operating distance.

5.11.4.3.5 Transportation Coordinators. Transportation Coordinators are duly appointed representatives from each on and off-Installation directorate/agency. The Contractor shall be provided written notification of organizations' transportation coordinators, each agency or organization, and alternates for the Government. The Contractor shall brief the Transportation Coordinators on duties and responsibilities within two

weeks of their assignments. The Contractor shall maintain a separate card file of all personnel authorized to sign dispatch requests for each organization.

5.11.4.3.5.1 Training of Transportation Coordinators. The Contractor shall provide training for all newly appointed Transportation Coordinators and alternates. The training shall consist of, but is not limited to:

- a. Vehicle utilization goals
- b. Mission requirements
- c. Preparation of Class B and Class C dispatch requests
- d. Safe use of non-tactical vehicles
- e. Accident reporting procedures
- f. Scheduled Shuttle bus service
- g. Procedures for reporting vehicle misuse
- h. Transportation coordinators responsibilities

5.11.4.3.6 Recurring Dispatch Vehicles. Recurring dispatch vehicles are U-drive vehicles dispatched on a 30 day cycle or other frequently scheduled basis to the same user organization. The Contractor shall receive these requests in writing and shall dispatch these requests in accordance with TM 38-600. Mileage is to be turned in at the end of the calendar month.

5.11.4.3.6.1 Recurring Dispatch Approval and Justification. The Contractor shall approve/disapprove in writing requests for recurring dispatched vehicles per AR 58-1. The Contractor shall only approve those requests for activities and functions which by their nature require the use of a vehicle(s) on a daily basis for the efficient and orderly conduct of official business. When the activity/agency is authorized a recurring dispatched vehicle, the Contractor shall provide the vehicle daily without additional coordination or documentation from the user organization. The Contractor shall prepare a DA Form 2401 (CDRL 511R002), Organizational Control Record for Equipment, daily for the next day's approved transportation requests (recurring and one-time) per TM 738-750, TM 38-600 and AR 58-1. The Contractor shall ensure that, at a minimum, annual justification for continued use of a recurring dispatched vehicle is received from each Transportation Coordinator, and the Contractor shall approve/disapprove these annual justifications in the same manner as the original request.

5.11.4.3.6.2 Vehicle Utilization. The Contractor shall monitor all recurring dispatched vehicles and review requirements every 30 days per TM 38-600 to ensure proper utilization. The Contractor shall inform the COR if it is determined a unit is not fully utilizing recurring dispatch. The Contractor may NOT withdraw approval of any vehicle that was dispatched based on a Fort Lee command decision even if it is not being fully utilized.

5.11.4.3.6.3 Vehicles Retained at Users Location. The Contractor shall receive requests from appointed Transportation Coordinators for vehicles to be retained on recurring dispatch at the user's location for extended periods due to either (a) continuing mission requirements after normal duty hours, or (b) location at such a

distance from the TMP that more frequent return of the vehicle to the TMP is impractical. Any problems/conflicts with customers over the issue of recurring dispatch vehicle assignment should be brought to the attention of the COR.

5.11.4.3.7 Requests for Recurring Class B Vehicle Dispatch. The Contractor shall date-stamp requests received for Class B dispatches. The Contractor shall review the form and with other justifications from the requesting activity to ensure there is no duplication and submit it in writing to the COR with a recommendation for approval/disapproval based on requirements set forth in AR 58-1. The Contractor shall maintain and update a listing of all assigned Class B vehicles, with approval note from COR.

5.11.4.3.7.1 Class B Vehicle Recordkeeping. The Contractor shall maintain monthly mileage accumulation by vehicle, collect appropriate additional utilization information on all currently assigned Class B vehicles, and perform a monthly review of vehicle usage. The review shall depict average monthly mileage accrued by all assigned vehicles. The Contractor shall use all review data to develop the Class B recommendations, based on AR 58-1 and GSA regulations. The Contractor shall forward recommendations to the COR by 1 Jan and 1 Jul each year.

5.11.4.3.8 Process Extended Dispatch. Extended dispatch vehicles are U-drive vehicles dispatched on a long-term basis and kept at the user-organization's location. To be approved, the request must be in conformance with all the regulations and procedural criteria cited above. The period of dispatch shall be at least one week and no more than six months. After six months, the Contractor shall re-evaluate and renew the request on the same basis as before. Extended dispatches to off-Installation users or locations require the approval of the COR.

5.11.4.3.9 Special Evaluation Criteria. The Contractor shall require extended dispatch applicants to show that the requested vehicle is actually required on a daily or heavily-scheduled basis and that using an extended dispatch vehicle is more economical than using on-call vehicles. Other possible criteria include continuing mission requirements after normal duty hours and use of the vehicle at a distance from the Installation which makes daily return of the vehicle impractical. In all cases, the Contractor shall ensure that the applicant certifies that the vehicle will be each night.

5.11.4.3.10 Return of Vehicle to Dispatch. The Contractor shall inspect vehicles returned to dispatch for cleanliness and malfunctions, and ensure that operator maintenance has been performed. The Contractor shall ensure that users provide required utilization and cost data. If the vehicle was dispatched off-Installation and services purchased with a credit card, the Contractor shall ensure that all credit card receipts are turned in to the dispatcher. When the inspection has been completed, the keys and credit cards have been returned, and the dispatch forms completed in accordance with DA Pam 738-750 and TM 38-600, the driver shall be released.

5.11.4.3.10.1 Vehicle Damage or Deficiencies. When damages or deficiencies beyond fair wear and tear are identified during turn-in inspections, the Contractor shall note them on DA Form 2404 (CDRL 511R003). The Contractor shall immediately deadline all vehicles with such damage or discrepancies, shall immediately notify the Military Police (MPs), and shall request that an investigation be made. The Contractor shall identify the operator to whom the vehicle was most

recently dispatched, and shall request that the operator provide a written statement regarding the vehicle's damage. The Contractor shall inform the COR of all damages to dispatched vehicles, and shall recommend initiation of a Report of Survey when warranted. Damages and deficiencies discovered after turn-in inspection shall be the sole responsibility of the Contractor.

5.11.4.4 Passenger and Cargo Services

The Contractor shall provide vehicle operators during normal operating hours to support Installation activities, soldier training transport requirements, and other special activities. The Contractor shall also provide vehicle and driver support after 1800 hours and on weekends and holidays for approved support. This support shall include, but not be limited to, driving vehicles to and from the TMP facility on the Installation and other facilities; transporting students/soldiers to and from class, dining facilities, and training areas (FTX sites); and providing transportation services to meet health, welfare, and morale requirements.

5.11.4.4.1 Special Requirements. The Contractor shall provide vehicle operators to support special/unique requirements and Community and Family Center activities as approved by the COR. Other special activities include conferences, inspections, inter- and intra-Installation sports events, and Public Affairs sponsored events.

5.11.4.4.2 Local Bus Service.

5.11.4.4.2.1 Buses With Drivers. The Contractor shall provide bus and driver support to meet authorized requirements for the Installation as approved by the COR. The Contractor shall ensure sufficient buses are available to perform the required services, ensure the buses are mechanically safe and are kept clean, and provide qualified personnel to control and operate the scheduled activity bus.

5.11.4.4.2.2 Buses Without Drivers. The Contractor shall process individual requests for bus support without drivers in accordance with dispatch procedures. Transportation requests shall be granted dependent upon mission priorities and availability of equipment. Buses shall be available at scheduled times, during normal operating hours, in sufficient quantity to meet requested requirements. During peak military student loads, the Government will operate as many buses as required between 1430 and 1730 hours. If personnel transport requirements exceed bus capacity, additional transportation shall be made available by the fastest practicable means as approved by the COR.

5.11.4.4.2.3 Bus Usage Data. The Contractor shall maintain bus usage data for buses driven by TMP drivers in order to determine efficiency and effectiveness of the routes. Bus usage data consists of keeping a daily passenger count by bus stop.

5.11.4.4.2.4 Bus Driver's Commitment Record. The Contractor shall prepare and maintain the Bus Driver's Commitment Record to record commitment data for all Contractor-supported bus requirements.

5.11.4.4.3 Cargo Services. The Contractor shall provide cargo carrier and driver support to meet authorized requirements for transportation of cargo as approved by the COR. This requirement shall require work after normal hours. The Contractor shall handle telephone and walk-in inquiries and requests, and shall process QMFL

Form 580, Request for Transportation, from each transportation coordinator (per Supplement 1 to AR 58-1) requesting service, determine conformity with TM 38-600 and other regulations, and determine vehicle availability. The Contractor shall be responsible for ensuring that cargo is properly loaded and the weight correctly distributed, consistent with vehicle safety, including use of binders, ropes, and/or chains.

5.11.4.4.3.1 Short distance hauls. The Contractor shall respond to requests for hauls within a 25-mile radius of the Installation. The Contractor shall pick up and deliver packages and parts from places off-Installation as requested by Installation and approved non-Installation organizations.

5.11.4.4.3.2 Process On-Call Dispatch Vehicles. On-call dispatch vehicles are U-drive vehicles requested on an unscheduled basis by separate requests. Some users will call a day in advance, others will request same-day assistance.

5.11.4.4.4 Support Driving Tasks. The Contractor shall provide bus and truck drivers to support Reserve, National Guard, and Active Training missions both on and off-Installation and service for deploying units to the point of departure. The Contractor shall provide shuttle bus service for sick call.

5.11.4.4.5 Loading and Unloading Shipments. The Contractor shall load or unload TMP vehicles in accordance with the requirements of section C-5.11.6 of this Contract.

5.11.4.5 Vehicle Recovery and Emergency Roadside Service

The Contractor shall provide vehicle recovery service for Fort Lee to include the 5-9 AOR. This service shall include, but not be limited to, roadside emergency repairs and vehicle tows. The Contractor shall commence emergency work within 30 minutes after receipt of the request and shall maintain the priority status of the work until it is completed. In some instances, it may be necessary to perform the work on an overtime basis, either at night or on weekends. The Contractor shall provide emergency roadside service to vehicles within a 25-mile radius of the Installation. The Contractor shall maintain an emergency 24-hour GSA approved service recovery list, phone numbers and beeper numbers to ensure assistance may be given to customers, if required, during regular duty and non-duty hours along routes traveled by Installation personnel.

5.11.4.5.1 Recovery of Vehicles. Recovery responsibilities are limited to TMP vehicles unless otherwise directed by the COR. Recovery vehicle operators shall be qualified in the operation of their vehicle and equipment, and shall be able to provide general automotive maintenance and repair (e.g., tire changes, battery jump starts, or expedient hose repairs) in the conduct of emergency roadside service.

5.11.4.6 Vehicle Facilities and Equipment Maintenance

Installation motor pools may have vehicle and equipment fleets with mixed ownership (Installation-owned, GSA-leased and other source vehicles/equipment). As appropriate to the ownership category for fleet vehicles and equipment, the Contractor shall perform fleet maintenance actions to ensure that vehicles are operational. In addition, the Contractor shall be responsible for the care and cleaning of the TMP area and equipment.

5.11.4.6.1 Vehicle Maintenance Operations Management. The Contractor shall coordinate among customers, GSA and the Government to ensure that scheduled services are performed, unscheduled maintenance is prioritized and worked into the transportation services schedule, and vehicles/equipment expeditiously returned to service. The Contractor shall be responsible for ensuring all required vehicle repair work is accomplished effectively, efficiently, correctly, and utilizing the least costly maintenance vendor. The Contractor shall ensure approved emergency vehicles have priority in the Contractor's schedule. Emergency maintenance work may be requested by the COR and shall take priority over scheduled work or work in progress.

5.11.4.6.2 Preventive Maintenance.

5.11.4.6.2.1 Documentation. The Contractor shall receive GSA service cards indicating which vehicles require preventive maintenance. Service cards will be received monthly, between approximately the 15th and 22nd of the month. The Contractor shall also receive notice for vehicles whose preventive maintenance is overdue. The Contractor shall maintain a list of all preventive maintenance required, the date they were performed, and notifications of overdue maintenance. The Contractor shall provide preventive maintenance information to GSA and the COR on request.

5.11.4.6.2.2 Performance. The Contractor shall ensure that all motor pool vehicles receive their scheduled preventive maintenance and shall transport all general dispatch (one-time basis) vehicles to and from the maintenance vendor. The work shall be scheduled and performed in accordance with manufacturers' specifications and requirements in DA PAM 738-750, TM 38-600, GSA schedule and equipment manuals. Upon completion of preventive maintenance, the Contractor shall inspect the vehicle and ensure that all necessary work has been completed. The Contractor shall return the vehicle to the maintenance provider if maintenance has not been completed correctly and shall ensure that the work is completed. The Contractor shall verify completion of the maintenance by completing GSA Form 3478 (CDRL 511R004) and forwarding it to GSA.

5.11.4.6.2.3 Maintenance Scheduling. The Contractor shall maintain an automated schedule for performing preventive maintenance. The schedule for each month shall be given to the COR by the first day of the month. Vehicles on extended dispatch shall be recalled for preventive maintenance by notification to the user organization. Temporary replacement vehicles shall be provided when necessary to avoid interruption of essential vehicle service.

5.11.4.6.3 Remedial Maintenance. The Contractor shall ensure that remedial maintenance is performed on those vehicles requiring it. As appropriate, the Contractor shall send vehicles to the maintenance vendor to have remedial maintenance performed on assigned vehicles. All maintenance shall be performed in accordance with the recommendations of applicable manufacturers' maintenance service manuals and the requirements in TM 38-600, DA PAM 738-750 and GSA.

5.11.4.6.4 Issuance of Oil. The Contractor shall stock motor oil at TMP for issuance to operators of vehicles requiring oil. Stockage shall be a part of the Authorized Stockage List (ASL) maintained by the Supply and Services Division and accounted for on the stock record account. Stockage shall be replenished by advising the Supply and Services Division of requirements. Only full cans of oil will be issued.

Issues shall be recorded on DA Form 3643, Daily Issue of Petroleum Products, listing vehicle license/bumper number, mileage, date and quantity of oil. A monthly report shall be submitted on DA Form 3644, Monthly Issue of Petroleum Products and Operating Supplies.

5.11.4.6.4.1 Monthly Oil Report. The Contractor shall submit, on a monthly basis, DA Form 3644, Monthly Issue of Petroleum Products and Operating Supplies, identifying the issuance of motor oil (CDRL 511R005).

5.11.3.6.5 Car Wash Facilities. The Contractor shall operate a functional wash rack for use by Contractor personnel or user-driver personnel in cleaning interior and exterior of GSA vehicles. The Contractor shall maintain the car wash in such a manner as to keep it in good working condition. The Contractor shall add fluids and inspect the car wash daily and repair it as necessary.

5.11.4.7 Credit Card Management

5.11.4.7.1 The Contractor shall be responsible for all U.S. Government National Credit Cards in support of off-Installation POL requirements for non-tactical vehicles. The Contractor shall obtain, issue, account for, control, and monitor usage of credit cards per Defense Fuel Supply Center Handbook (DFSCH) 4280.1 and GSA MOU.

5.11.4.7.1.1 The Contractor shall be responsible for the issuance of all credit cards to authorized activities with off-Installation recurring requirements and to authorized individuals for one time trip requirements.

5.11.4.7.1.2 The Contractor shall control and issue all credit cards by using DD Form 1150, Request for Issue or Turn-In, which is prepared in duplicate. One copy shall be maintained by the Contractor and one copy given to the credit card holder.

5.11.4.7.1.3 The Contractor shall inform TMP vehicle users that the U.S. Government National Credit Cards may be used only for those purchases authorized in Defense Fuel Supply Center Handbook (DFSCH) 4280.1. On-Installation vehicle users will not be issued a credit card. Instead, fuel is obtained at the POL supply point on-Installation using an automated fuel dispensing system access card. The Contractor shall inspect and replace all non-serviceable on-Installation cards.

5.11.4.7.2 The Contractor shall provide security for credit cards. When required by either increased requirements for subject cards or loss/damage of existing cards, the Contractor shall obtain new credit cards by notifying GSA of the loss or damage of the card.

5.11.4.7.3 The Contractor shall immediately notify GSA by calling the toll free number when notified that a credit card has been lost or stolen. The Contractor shall require the individual to whom the vehicle was dispatched to prepare a written report on the circumstances of how the credit card was lost/stolen.

5.11.4.8 Vehicle Fleet Asset Management

The Contractor shall be responsible for all technical and clerical requirements supporting Government decisions to dispose of used vehicles and acquire new ones. The Contractor shall document TDA vehicle increase and decrease of on-hand vehicles by stock and line number. The Contractor shall prepare correspondence, records, reports,

vehicle inventories, develop cost and statistical data and analyze current fleet utilization per AR 58-1.

5.11.4.8.1 Vehicle Acquisition. The Contractor shall complete DA Form 3161, Request for Issue or Turn-in, (CDRL 511R006) for all acquisition requests.

5.11.4.8.1.1 New Vehicle Inspections. The Contractor shall conduct inspections on all new vehicles received for the motor pool in accordance with rules and regulations, and remedy all specific problems or discrepancies in accordance with guarantees and warranties. Prior to first dispatch the Contractor shall ensure that all new motor pool vehicles are road worthy and that any radio equipment or required auxiliary items have been installed. The Contractor shall enter all inspection information and inventory updates into the TMP automated system within five days of receiving the vehicle. In addition, the Contractor shall be responsible for the following:

- a. Damaged Vehicles. The Contractor shall complete a damaged item list on the delivery invoice for all damaged vehicles and submit the list (CDRL 511R007) to the COR within five days of vehicle acquisition.
- b. Equipment Control Record. The Contractor shall complete and maintain DA Form 2408-9, Equipment Control Record (CDRL 511R008).
- c. Credit Cards. The Contractor shall receive and assign Government approved credit cards, based on GSA Tag Number, and Fort Lee Credit Cards, based on bumper number, for fuel use to each vehicle.

5.11.4.8.2 Vehicle Disposal. Upon receipt of an approved vehicle disposal action from the GSA, the Contractor shall remove any usable special equipment (e.g., radios) as well as all Government insignia, complete DA Form 3161, Request for Issue or Turn-in, and DA Form 2408-9, Equipment Control Record.

5.11.4.8.3 GSA Monthly Billing Report. The Contractor shall, on a monthly basis, perform a thorough review and analysis of the GSA Interagency Fleet Management System Detailed Billing Register to ensure that only valid charges are billed on TMP GSA leased vehicles. Discrepancies shall be reported in writing to the COR (CDRL 511R009), the DRM Program, and Budget Office.

5.11.4.9 Truck and Bus Operator Training and Testing

The Contractor shall administer and operate a training, testing, and licensing operation and facility for truck and bus operator training and testing in accordance with applicable regulations and instructions (AR 600-55 and AR 611-5). The Contractor shall be responsible for notifying and enrolling the trainees; arranging availability of vehicles; scheduling instruction personnel; preparing class instruction and materials; and providing the actual instruction. The Contractor shall provide qualified examiners to administer the operator test for all DOD-sponsored and Contractor personnel operating Government-owned or leased equipment. Examiner qualifications are contained in FM 55-30, Appendix S, AR 600-55, paragraph 4-4; or as approved by the COR. The Contractor shall provide, in writing, to the COR a Test Control Official appointed in accordance with AR 611-5 (CDRL 511R010). The Test Control Official shall be responsible to ensure adequate security for test booklets and components in accordance with 611-5.

5.11.4.9.1.1 Truck and Bus Operator Training and Testing. The Contractor shall conduct classroom training combined with on-the-road practice and testing in the operation of trucks and buses. The Contractor may provide its own lesson plan and class schedule or may choose to use or adapt the currently used Government plan and schedule. The plan and schedule must be approved by the COR. For estimation purposes, assume a class size of six trainees, with classes convening 30 times per year, as a minimum.

5.11.4.9.1.2 The Contractor shall also provide road testing for drivers who already have licenses but are new to the Installation or have not previously needed formal certification to operate trucks or buses.

5.11.4.9.2 Testing Facilities. The Contractor shall maintain within the testing operation and facility, an adequate, well-lit and ventilated space for a testing room, and adequate space to store and secure testing materials and scoring keys.

5.11.4.9.3 Test Driving Range. The Contractor shall maintain adequate space within a reasonable distance of the test building to conduct outside hands-on testing of personnel for knowledge or operator maintenance of Government motor vehicles. In addition, the Contractor shall establish and utilize a road test route in accordance with FM 55-30, Appendix T, or as approved by the COR. The Contractor shall provide enough personnel on road training and testing days to ensure adequate preparation for all trainees.

5.11.4.9.4 Testing Vehicles. The Contractor shall provide common vehicles for personnel to test on. Other specialized vehicles and equipment needed for testing will be provided at the driver testing facility by individual units and activities.

5.11.4.10 Truck and Bus License Issue and Control

The Contractor shall issue a Government driver's license to Government employees who possess a valid state driver's license and the proper authorization from an Officer in Charge. Contractor license control personnel shall understand and apply the licensing criteria in AR 600-55. The license applicant will provide the Contractor with Fort Lee Form (Request for U.S. Government Motor Vehicle Operator's Identification Card) and DA Form 348, Equipment Operator's Qualification Record (CDRL 511R011). The Contractor shall ensure that the forms are properly completed and shall enter data from the forms into the automated system.

5.11.4.10.1 The Contractor shall provide the applicant with Fort Lee SOP "Government Vehicle Driver's Responsibilities," ensure that the form is signed by the applicant, and file a copy.

5.11.4.10.2 U.S. Government Motor Vehicle Operator's Identification Card. The Contractor shall prepare a U.S. Government Motor Vehicle Operator's Identification Card (OF 46). The Contractor shall prepare and issue operator licenses (OF 46) for all vehicles.

5.11.4.10.3 Monthly Activity Report. The Contractor shall provide the Government with a monthly activity report (CDRL 511R012). This report shall include totals of physical evaluations given, total Battery II tests given and number failed, number of road tests and number failed, number of other tests given and number failed, and number of

licenses issued. The Contractor shall also provide test scores to the servicing Military Personnel Office and, when required, to the Civilian Personnel Office.

5.11.4.11 Other Reporting Requirements

- 5.11.4.11.1 GSA Management Report. The Contractor shall provide an annual GSA vehicle and equipment management report (CDRL 511R013). The report shall show vehicle license numbers/bumper number, vehicle description, customer code, customer name, special equipment code, manufacturer's name, year of manufacture, total vehicle miles/hours, current reporting period miles/hours, average miles/hours per month, current and cumulative shop days, current and cumulative idle days, current and cumulative number of quarts of oil used, and current and cumulative gallons of fuel used. The Contractor shall maintain and store records used for data collection and data entry for this report for one year, after which time records shall be discarded unless otherwise directed by regulations or the COR.
- 5.11.4.11.2 Recurring Vehicle Utilization Report. The Contractor shall make recommendations to the COR on an annual basis as to which vehicles and equipment should be utilized on recurring dispatch (CDRL 511R014). The report shall be based on Contractor analysis of equipment utilization and recurring dispatch justifications from users in order to prepare recommendations on recurring dispatch. Recommendations shall include the following data: equipment identification number; using or requesting activity; type, year, make and model of equipment; user code; new or old requirement; average number of miles/hours per year; average number of idle days per year/month; and average number of miles/hours per month.

5.11.5 PASSENGER SERVICES

5.11.5.1 Travel Services Management

- 5.11.5.1.1 General. The Contractor shall manage and perform all phases of passenger and port call movements within CONUS and OCONUS for all personnel authorized for passenger travel under the authority of the Joint Federal Travel Regulation (JFTR), Joint Travel Regulation (JTR), DOD 4500.9-R, Defense Transportation Regulation, and AR 55-46, Travel To/From/Between Overseas Areas.
- 5.11.5.1.2 Update Rates and Regulations. The Contractor shall update commercial rates for travel and travel regulations as they become available. The Contractor shall provide updated information as requested. The Contractor shall implement changes in travel policies immediately upon notification.
- 5.11.5.1.3 Customer Services. The Contractor shall provide counseling to customers on travel entitlements and responsibilities, and answer customer questions and inquiries in person, by phone, fax or electronic mail (e-mail). The Contractor shall order, maintain and offer Government handouts to each customer served.
- 5.11.5.1.3.1 Travel Briefings. The Contractor shall provide travel briefings to groups of customers on an as-needed basis, to include but not limited to scheduled travel times and arrangements, dress codes for travel, and any other required information.

5.11.5.1.3.2 Pick up and Delivery of Travel Documents. The Contractor shall coordinate with customers to arrange regular pick up and delivery of travel documents.

5.11.5.2 CONUS Travel Services

5.11.5.2.1 Individual Travel Arrangements. The Contractor shall determine individual travel entitlements through review of orders and shall arrange and coordinate travel with eligible DOD/Government sponsored personnel. The Contractor shall coordinate with the Commercial Travel Office (CTO) for air, rail, rental car, bus, and water transportation for CONUS travel.

5.11.5.2.2 Monitor CTO Performance of Itineraries. The Contractor shall review 100% of the itineraries issued by the CTO to ensure cost effectiveness, accuracy of travel date, and correctness of routing.

5.11.5.2.3 Monitor CTO Performance of Rental Car. The Contractor shall review 100% of the rental car reservations made by CTO to ensure that the most cost-effective service is provided.

5.11.5.2.4 Provide Monthly Management Reports. The Contractor shall provide the monthly management reports to the Contractor Officer or designated COR for review (CDRL 511R015).

5.11.5.2.5 Group Travel Arrangements. The Contractor shall coordinate with MTMC to arrange transportation and prepare documents for military group movements to include emergency and unit training movements per DOD 4500.9-R (CDRL 511R016). When possible, Contractor shall coordinate ticket issuing with CTO.

5.11.5.2.5.1 The Contractor shall provide unit leaders with a DD Form 1341, Report of Commercial Carrier Passenger Service, for all chartered moves. The Contractor shall complete Section II of the form and shall instruct the travel group leader on how to complete Section III of the form. The Contractor will instruct the group leader on how to mail the form to MTMC in accordance with form instructions.

5.11.5.2.5.2 The Contractor shall prepare Government Transportation Requests (GTRs) based on group movement data provided by customers. The Contractor shall ensure that correct and complete information is entered on the GTR. The Contractor shall provide the GTR to the COR for signature and shall forward approved GTRs to MTMC.

5.11.5.2.5.3 The Contractor shall make changes or cancel travel arrangements as the traveler's mission changes.

5.11.5.3 OCONUS Travel Services

5.11.5.3.1 Counseling for OCONUS Travelers. The Contractor shall counsel OCONUS travelers on the special issues and requirements of their travel to include passport requirements for traveler and family, transporting family pets, excess baggage requirements and travelers' availability dates. The Contractor shall explain the traveler's entitlements and authorizations (e.g., point of departure or leave in conjunction with PCS/TDY). The Contractor shall perform all passenger travel services as the centralized Port Call Office in accordance with DOD 4500.9-R.

- 5.11.5.3.2 Notification of OCONUS Travel Requirement. The Contractor shall receive Temporary Duty (TDY) orders, Permanent Change of Station (PCS) travel requirements, phone call, walk-in customers, or e-mail requests identifying OCONUS travel requirements. The Contractor shall obtain the traveler's name, social security number (SSN), Authorized Port of Embarkation (APOE), Authorized Port of Debarkation (APOD), dates of arrival to/from TDY or PCS, and phone numbers where the traveler or authorized agent may be contacted. The Contractor shall verify the traveler has a valid passport, when required. The Contractor shall ensure that family travel is authorized before booking dependents OCONUS.
- 5.11.5.3.3 Air Mobility Command (AMC). The Contractor shall contact the AMC Passenger Reservation Center (PRC) at Scott Air Force Base, by Global Air Transportation Execution Systems (GATES), by telephone or message and provide AMC with the required passenger travel data in accordance with DOD 4500.9-R. The Contractor shall obtain an itinerary at that time or be informed that there are no seats available. AMC will provide the Contractor with authorization for the traveler to travel by commercial means. The Contractor shall then make the required travel arrangements by commercial means in accordance with the AMC authorization. The Contractor shall book pet spaces on AMC flights, when required.
- 5.11.5.3.3.1 Passports. The Contractor shall verify that non-military travelers have passports prior to issuing tickets for travel. The Contractor shall verify that military personnel have passports when required by the mission or the traveler's destination.
- 5.11.5.3.3.2 DA Form 4600, Travelope. The Contractor shall prepare and issue to the travelers a DA Form 4600, Travelope (CDRL 511R017). The Travelope contains the general information for the TDY/PCS traveler going OCONUS via AMC flights. The Contractor shall review the Travelope with the customer. The Contractor shall ensure that the traveler understands the Travelope before it is signed and issued by the Contractor. The Travelope shall be processed in accordance with AR 55-46.
- 5.11.5.3.4 AWOL, Deserter, Absentee Travelers. The Contractor shall arrange transportation when DD Form 460, Provisional Pass, has been prepared by Military Police and prepare DD Form 139, Cost Charge Action, in accordance with DOD 4500.9-R for escorted prisoners and soldiers absent without leave (CDRL 511R018). The Contractor shall ensure that prisoners and escorts travel concurrently. The Contractor shall notify the carrier that the escort may be armed. The Contractor shall have the traveler sign the DD Form 139 before issuing the ticket. The Contractor shall process the DD Form 139 in accordance with DOD 4500.9-R.
- 5.11.5.3.5 Blue Bark Shipments of Remains of Deceased Personnel and Escorts. The Contractor shall arrange for the transportation of human remains and escorts. When possible, the Contractor shall schedule the transportation by air travel. The Contractor shall schedule the human remains and escorts to travel concurrently by the same mode of transportation.
- 5.11.5.3.5.1 The Contractor shall prepare a GTR for the human remains in accordance with DOD 4500.9-R (CDRL 511R019). The Contractor shall instruct the escort that they must have the GTR annotated with the weight of the remains of the deceased before loading for transport.

5.11.5.3.5.2 Coordination with Survivor Assistance Officer. The Contractor shall coordinate with the Survivor Assistance Officer (SAO) on the travel arrangements for the human remains and escort. The SAO shall be notified of final transportation arrangements prior to initiating travel. The Contractor shall notify the SAO by telephone of any later changes to arrangements, within one hour after the change occurs. The Contractor shall coordinate with the funeral homes at origin and destination.

5.11.5.3.6 Emergency Travel Services. The Contractor shall make arrangements with the appropriate carrier (air, bus, rail) for individual traveler's tickets in emergency situations. The Contractor shall provide a point of contact to the COR for required emergency services after normal duty hours. Minimum acceptable response time is one hour. The Contractor shall notify the COR the next day of the action taken.

5.11.5.4 Ground Transportation

5.11.5.4.1 General. The Contractor shall coordinate with the Government to provide individual travel vouchers and transportation for common local transportation requirements, such as trips to and from the airport. The Contractor shall provide directions to traveling members on scheduling and arranging travel. The Contractor shall schedule individual commercial ground transportation for customers. The Contractor shall provide information on location, schedule, and travel mode to the customer.

5.11.5.4.2 Blanket Purchase Agreements (BPA).

- a. The Contractor shall arrange for passenger ground transportation via BPA with a local limousine company for travel to/from the local airport. The Contractor shall issue vouchers to passengers and maintain a log including names, destinations, date of issue, and issuing personnel. Presently the BPA is with Groome Transportation.
- b. The Contractor shall date and time stamp the limousine invoice upon receipt. The Contractor shall verify that all information contained in the invoice is correct, prepare it for payment, submit it to the COR for signature, and forward it to the Finance and Accounting Office for payment. The Contractor shall ensure invoices are received at DFAS within 15 days after receipt (CDRL 511R020). The Contractor shall furnish a copy of the BPA and bill to Contracting after the COR has approved the bill.

5.11.5.4.3 Meal Tickets. The Contractor shall prepare, provide, and process meal tickets to groups as required for long trips in accordance with DOD 4500.9-R (CDRL 511R021).

5.11.5.4.4 Lost Government Travel Requests. The Contractor shall process lost, stolen, or destroyed GTRs while in the custody of the traveler or the Contractor in accordance with DOD 4500.9-R.

5.11.5.4.5 EXODUS. The Contractor shall plan, coordinate, and perform services necessary for the mass movement of military personnel during the Christmas-New Year holiday period (EXODUS). The Contractor shall participate in planning and coordinating meetings.

5.11.5.4.6 On-Installation Commercial Taxicab Service. The Contractor shall monitor the performance of commercial taxicab companies authorized to operate on Fort Lee. The Contractor shall have a notary public on staff in order to notarize forms to be sent to the Virginia State Police for background checks on individuals requesting to drive a taxi on Fort Lee. The Contractor shall sign a form for the driver to obtain a temporary cab permit, notarize the State Police form furnished by the Cab Company employing the driver, and instruct the driver to mail the form to the State Police with a fee for the background check. The Contractor shall prepare a card for each driver and file it until the report is returned from the State Police. The report will verify whether the driver has a history of criminal acts. The Contractor shall then call the cab company to have the driver return to the Fort Lee office. The Contractor shall prepare the identification card form, sign it, and send the driver to the Fort Lee ID Card Section to obtain the ID Card to drive (CDRL 511R022).

5.11.5.5 Government Travel Service

5.11.5.5.1 American Express Invoices. The Contractor shall receive the American Express (AMEX) hard copy invoice each week from AMEX. The Contractor shall notify the CTO upon receipt. If the reconciliation disk is not received within five working days after receipt of the AMEX hard copy bill, the Contractor shall sign a delivery slip and return it to the CTO.

5.11.5.5.2 Automated Reconciliation Process. The Contractor shall receive the GTS data disk, itinerary invoices, and travel orders (in ticket number order) from the Contacting Officer and shall conduct the GTS verification process. The Contractor shall review the AMEX billing coupon to ensure the previous month's payment was credited. The Contractor shall load the GTS data disk for processing the debit/credit and ensure that advance credit discrepancy reports balance with the AMEX hard copy bill. The Contractor shall make corrections as required. The Contractor shall edit passenger name, appropriation data, fiscal station, passenger social security number, order number, and document record number. The Contractor shall notify the COR and return the disk to the CTO for correction if verification error rate is over 1%.

5.11.5.5.3 The Contractor shall print three copies of the detailed current bill and advance credit dispute reports and hand carry them to the COR. The COR will forward disputed items to AMEX for credit. The Contractor shall provide two electronic copies of the bill to the COR (1 for the COR and 1 for Finance and Accounting), pink and yellow copies of itinerary/invoices, and attached orders within ten calendar days of receipt of the AMEX bill. The Contractor shall forward the AMEX bill to DFAS and ensure that it arrives there within 15 days of receipt at Fort Lee.

5.11.5.5.4 Records

5.11.5.5.4.1 The Contractor shall maintain a log of payments made to AMEX and annotate any late payment fees. The Contractor shall ensure that discounts from CTO to AMEX are kept in the log. Late fees on Electronic Fund Transfer of discount check will be annotated. The Contractor shall also maintain a log of items deleted from the GTS bill (refunds, advance credit, and previously applied credit).

5.11.5.5.4.2 Refund Pending File. The Contractor shall maintain a refund pending file for ticket refund notices (credits) received from the CTO and maintain a separate folder for each AMEX account number. During the reconciliation process,

the accounting system will adjust the credits stored in the CTO database. The Contractor shall identify outstanding credits in the CTO database if the refund has not been received within 30 - 60 days and take action to resolve.

5.11.5.5.4.3 Reports.

- a. Weekly Reports. The Contractor shall provide information to the Garrison Commander noting significant work or accomplishments during the week (CDRL 511R023).
- b. Contract Discrepancy Reports. The Contractor shall submit Contract Discrepancy Reports to MTMC as needed (CDRL 511R024).
- c. TRADOC Activity Report. The Contractor shall compile data relating to passenger movements (individual tickets issued, number of groups moved, number of personnel in each group, total number of passengers who traveled) and submit the information to the COR.
- d. Performance Requirements Summary Reports. The Contractor shall submit Performance Requirements Summary Reports to MTMC (CDRL 511R025).

5.11.6 PERSONAL PROPERTY MOVEMENT

The Contractor shall manage and operate a multi-service Personal Property Shipping Office (PPSO) or Personal Property Processing Office (PPPO), in accordance with Appendix C, DOD 4500.34-R, PPTMR, which serves all members of the Army, Air Force, Navy, Coast Guard, Marine Corps, and DOD civilian employees seeking assistants irrespective of duty assignment or location of personal property. The Contractor shall also provide information concerning personal property shipments, regulations, and procedures to non-DOD members and activities such as the American Red Cross. The Contractor shall perform tasks including, but not limited to, counseling, arranging for shipment and/or storage of personal property, inspections of personal property shipments, records and forms preparation, processing, and maintenance of files. The Contractor shall provide the services for any individual authorized Government shipment and/or storage of personal property in accordance with the PPTMR.

5.11.6.1 General Services and Operations

The Contractor shall provide courteous and efficient personal property movement services, to include advising, counseling, routing and booking shipments for movement, preparing and distributing documentation for all members authorized Government shipment and storage of personal property, and the preparation of shipping documents and bookings. Personal property includes household goods, unaccompanied baggage, mobile homes, boats, privately-owned vehicles (POV) and Do-It-Yourself (DITY) move support.

5.11.6.1.1 Hours of Operation. The Contractor shall have the PPSO open to service walk-in-customers from 0800 to 1630, Monday through Friday, excluding Federal Holidays.

5.11.6.1.2 Locate Customers. The Contractor shall locate all customers whose personal property is in storage, in transit, or to be delivered to the local AR 5-9 AOR, which are also listed in the Personal Property Consignment Instruction Guide (PPCIG), and include areas in both Virginia and four counties in West Virginia. The Contractor shall

use in-transit contact information, billeting information, Installation information, trips to residences of local customers, and worldwide locator services as required to locate customers. For shipments newly arrived in the area, the Contractor has 2 hours from receipt of notification of property arrival to locate customer before property goes into storage. This avoids surcharges. The Contractor shall locate customers on longer time frames when shipments are in storage.

- 5.11.6.1.3 Designated Agent. The Contractor shall receive and process designated agent forms, and coordinate with customers' designated agents when the customer is not available.
- 5.11.6.1.4 Special Service. The Contractor shall provide specialized, expedited assistance to customers who receive short notice, emergency movement directives or who because of distance can not return for additional processing. The Contractor shall also provide dedicated, special service to shipments of personal property for deceased service members or their dependents.
- 5.11.6.1.5 Tracer Actions. The Contractor shall check carriers' and agents' warehouses for lost shipments in response to worldwide tracers received. If the missing property is not found, a negative response shall be sent. If the property is found, the Contractor shall send a positive response and comply with the tracer message in accordance with DOD 4500.34-R, Personal Property Traffic Management Regulation (PPTMR).
- 5.11.6.1.6 Cost Estimates and Comparisons. The Contractor shall, within one workday after receipt of request, furnish estimated cost for shipment and storage of personal property for civilian PCS to include a cost comparison between computed rate and actual expense method, for inclusion in travel orders.
- 5.11.6.1.7 Claims for Reimbursement. The Contractor shall complete documentation and provide guidance and assistance to customers in the preparation of their claims for reimbursement in accordance with governing regulations. The Contractor shall prepare a cover letter stating facts provided by the customer for the claim and charges incurred based upon documentation furnished by the customer (CDRL 511R026). All claims documenting evidence will be furnished by the customer.
- 5.11.6.1.8 Direct Payments. The Contractor shall collect funds with DD Form 1131 Cash Collection Vouchers, shall deposit funds at the Crestar Bank on Fort Lee, and shall submit documentation to DAO. The Contractor shall provide assistance in resolving excess cost problems.
 - 5.11.6.1.8.1 The Contractor shall prepare an SF 215, Deposit Ticket, for each deposit and ensure that the banking official's signature is obtained on the SF 215. The Contractor shall retain the agency copy of the SF 215 as a file copy.
 - 5.11.6.1.8.2 The Contractor shall submit DD Form 1131, Cash Collection Voucher, annotated with the SF 215 number, the date, the amount of the deposit, and the accounting classification to the Defense Accounting Office the same day the deposit is made to the bank. The Contractor shall attach the memorandum and confirmed copies of the SF 215 to the front of the DD Form 1131. The Contractor shall ensure that the totals of the SF 215 and the DD Form 1131 are in agreement, and shall submit the SF 215 and DD Form 1131 package to the cashier's cage at the DAO.

5.11.6.2 Automated Information Systems

The Contractor shall perform the personal property function using TOPS or Army approved STAMIS. The Contractor shall provide systems administration for the system as well as user-level operations. If the system is non-operational, the Contractor shall manually process documentation and input this data into the system when it becomes operational.

5.11.6.2.1 Traffic Distribution Record (TDR). The Contractor shall complete and maintain the automated overseas, intrastate, and interstate TDRs in accordance with governing directives. The Contractor shall utilize the TDRs to select the most cost-effective carrier for intrastate Through Government Bill of Lading (TGBL) moves. The Contractor shall ensure that the automated TDR is posted with the carrier's current status, (i.e., carrier scores, non-use status, suspensions, traffic denial, reinstatement) in accordance with governing regulations. The Contractor shall maintain an up-to-date hard copy of the automated TDR.

5.11.6.3 Reporting Requirements

5.11.6.3.1 Weekly Reports. The Contractor shall submit to the Government weekly reports identifying the number and cost of DITY and contract-carrier moves and of local storage (CDRL 511R027).

5.11.6.3.2 Monthly Reports. The Contractor shall report statistical data in the movement of personal property on TRADOC Form 406-R, TRADOC Activity Report. Form 406-R shall be filled out by Freight, Personal Property, and Passenger Services, and shall be consolidated by the Contractor. The Contractor shall forward a copy of the report to the COR and to TRADOC (CDRL 511R028).

5.11.6.4 Customer Counseling

The Contractor shall provide counseling to customers on personal property entitlements and responsibilities (CONUS and OCONUS); prepare documentation to request, schedule and monitor personal property shipments; and answer customer questions and inquiries in person and by telephone in accordance with JFTR, JTR, DOD 4500-34-R, Consignment guides, AR 55-71, AFR 75-25, NAVSUP PUB 490, and MCO P4600-7A (CDRL 511R029). The Contractor shall also order, maintain, and offer Government handouts to each customer served.

5.11.6.4.1 Scheduling Counseling. The Contractor shall accept walk-in appointments and immediately schedule the member or the member's authorized agent for counseling upon receiving the member's orders and completed worksheet. The Contractor shall notify the member or authorized agent as to the date, time, and location for the counseling session, both verbally and on a pre-printed appointment schedule form.

5.11.6.4.2 Group Counseling. The Contractor shall provide weekly briefings on general, overseas, separation, retirement, DITY, PCS, and TDY moves, and to (CLOAC, OBC, LEDC, AIT, 49th Group). The Contractor shall also counsel and brief groups for exercises, deployments, Installation forums or mobilization readiness.

5.11.6.4.3 Special Briefings. Counseling shall include, but is not limited to, special briefings in and away from the PPSO/PPPO on personal property shipment entitlements and responsibilities as requested for group moves.

5.11.6.4.4 Personally Owned Vehicles (POVs). The Contractor shall provide contact information for the nearest Government coordinator for POV moves to customers requiring POV move service. The Contractor shall provide guidance concerning storage of POVs when storage is authorized.

5.11.6.4.4.1 Environment Protection Agency (EPA) Waivers. The Contractor shall prepare EPA waivers for removal of catalytic converters to countries requiring removal of converters from POVs (CDRL 511R030).

5.11.6.5 Outbound Shipments.

5.11.6.5.1 Initiating the Shipping and/or Storage Process. The Contractor shall initiate the shipping and/or storage process when a member, or a member's agent with a power of attorney or written authorization, provides the PPSO with a valid set of orders or appropriate documentation. The process shall be initiated by having the member or authorized agent fill out an Outbound Personal Property Worksheet. The Contractor shall initiate and process the Application for the Shipment and/or Storage of Personal Property, DD Form 1299) in accordance with PPTMR (DOD 4500.34-R).

5.11.6.5.2 Conducting Counseling. The Contractor shall counsel, advise, and answer the member's questions regarding rights, responsibilities, and entitlements in accordance with regulations cited above, for the shipment and storage of personal property. The Contractor shall counsel the member using the Counseling Checklist (DD Form 1797) and both the Contractor and the member shall sign the DD 1797 in accordance with the PPTMR and the Worldwide Consignment Guide. The Contractor shall also have the member sign the DD Form 1299 or DD Form 2278.

5.11.6.5.3 Tonnage Estimate. The Contractor shall estimate the total shipment tonnage, based on the property owned by the member. The tonnage estimates shall be made during the counseling session, in accordance with the worksheet. The Contractor shall enter the total estimated tonnage amount on the member's DD Form 1299.

5.11.6.5.4 Consignment. The Contractor shall consign shipments in accordance with MTMC Personal Property Consignment Instruction Guides Worldwide - Domestic and International.

5.11.6.5.5 Route and Book Shipments. The Contractor shall use the estimate of tonnage annotated on the member's DD Form 1299 and the TDR in selecting the carrier in accordance with the PPTMR, International GBL Procedures, and the Carrier Evaluation and Reporting System manual. The Contractor shall contact the carrier's agent and book the shipment within 24 hours after completing the member's DD Form 1299. If the carrier refuses the shipment, the Contractor shall annotate the TDR in accordance with the PPTMR. The Contractor shall then select and offer the shipment to the next authorized carrier. The Contractor shall continue the process until a carrier is found that will accept the shipment. The Contractor shall maintain and update all current Government rates, carrier rates, and tariffs.

5.11.6.5.6 Special Item Moves. The Contractor shall investigate, by phone or personal visit, and authorize carrier services (either labor or allowing a third party to be involved) for unusual items (i.e., grandfather clocks, pianos, and large pieces of furniture) as well as for additional moving equipment such as a small truck or hoisting equipment to relay personal property if a large truck can not get to the residence.

- 5.11.6.5.7 Cancellations. The Contractor shall receive cancellation and change requests from customers, and shall cancel and re-schedule shipments as required.
- 5.11.6.5.8 Schedule Pick up. The Contractor shall schedule pick up of personal property shipments with the carrier/storage companies in accordance with governing directives to ensure customer needs are met. The Contractor shall re-route or re-book shipments as required to satisfy customer requirements.
- 5.11.6.5.8.1 Member Notification. The Contractor shall notify the member of the carrier's name and verify the dates for packing and loading the personal property prior to the pickup date. The Contractor shall inform the member that the member may request pickup and delivery either in the morning or the afternoon, but that it is not always possible to accommodate the request. The Contractor shall inform the customer that the carrier should have information on the time of pickup or delivery available on the afternoon preceding the scheduled pickup or delivery date.
- 5.11.6.5.9 Prepare Government Bills of Lading (GBL).
- 5.11.6.5.9.1 Government Bills of Lading. The Contractor shall prepare, distribute, and file GBLs on personal property shipments and maintain the numerical GBL register (CDRL 511R031). The Contractor shall submit documentation to the Installation Transportation Officer (ITO) for approval. The Contractor shall also place GBLs in the carrier's/agent's mail box no later than two workdays prior to the pick-up date to ensure that the customer is not inconvenienced. If less than two days is available to provide GBLs to the carrier/agent, the Contractor shall fax the documentation to the storage company and follow up the fax with telephone contact to ensure that notification is received.
- 5.11.6.5.9.2 Certified True GBLs. The Contractor shall prepare certified true copies of GBL and DD Forms 619/619-1 for carriers when originals have been lost. The Contractor shall forward the documents to the requester within three workdays.
- 5.11.6.5.10 Advance Shipping Documents. The Contractor shall forward advance shipping documents by mail to the Government transportation officer receiving the shipment in accordance with the PPTMR. The advance shipping documents shall be mailed prior to the carrier picking up the shipment.

5.11.6.6 Inbound Shipments

- 5.11.6.6.1 Process for Storage and Delivery. The Contractor shall process inbound shipments (including advance documentation) for temporary storage or delivery; locate and notify customers of the arrival of their shipments; trace and expedite personal property shipments; maintain the SIT register; and clear carriers upon arrival in the local AR 5-9 AOR and as defined in the PPCIG.
- 5.11.6.6.2 Process Statement of Services. The Contractor shall receive the Statement of Accessories Services Performed (DD Form 619-1) and Statement of Accessorial Services Performed (SIT and Re-Weigh) from the carrier and shall check for completeness and accuracy. All billings shall be legibly initialed by the Contractor employee making the check for completeness and accuracy prior to providing the authorization to the COR for approval and signature. The Contractor shall forward the.

5.11.6.6.3 Invoices. Within two workdays, the Contractor shall verify and process invoices, DD Form 619-1. The DD Form 619-1, with supporting documents, shall be submitted to the COR for authorization. Within two workdays after return from the COR, the Contractor shall forward the invoices to the Government financial office for payment in accordance with the Prompt Payment Act under the DPM. The Contractor shall make distribution in accordance with applicable directives.

5.11.6.7 One-Time-Only Shipments

The Contractor shall prepare, process, and coordinate One-Time-Only shipments based on Consignment Guide direction for shipments (CDRL 511R032). When a customer's shipment is sent via a One-Time-Only procurement, the Contractor shall advise the customer of the longer times required for processing due to the 21 day MTMC turn-around time.

5.11.6.7.1 Household Goods. The Contractor shall prepare messages for One-Time-Only requests for household goods shipment (CDRL 511R033). The message shall include the name, rank, and SSN of the member; origin and destination locations; the type of shipment being made (household goods or baggage); the pick-up date; the RDD; the weight of the shipment; a list of local non-use and suspended carriers; the local DPM packing and crating rate; and point of contact information for the origin Transportation Office. The Contractor shall provide the message to the COR for approval and transmit the approved message to MTMC (CDRL 511R034). Upon receipt of a return message from MTMC with the carrier, origin and destination agent, the rate, and the tender number, the Contractor shall contact the origin agent to confirm the delivery and shall prepare a GBL for the shipment (CDRL 511R035). The Contractor shall distribute the GBL in accordance with the PPTMR.

5.11.6.7.2 Mobile Homes. The Contractor shall perform combined mobile home and household good shipment scheduling in accordance with the current Mobile Home/Boat Rate Solicitation.

5.11.6.7.2.1 Counseling. The Contractor shall perform the following tasks while the member is present for counseling.

- a. The Contractor shall receive from the member copies of the title and registration, and a copy of the member's orders.
- b. The Contractor shall prepare an estimate of the amount it would cost to move the member's household goods and inform the member that the maximum amount available to move the mobile home is 105% of the household goods cost (CDRL 511R036).
- c. The Contractor shall advise the member that DITY mobile home moves are available. If the member is interested in performing a DITY mobile home move, the Contractor shall advise the member on the procedures and requirements associated with DITY mobile home moves.
- d. The Contractor shall ensure that in-transit contact information is available for the member and shall advise the member that there is a high likelihood of problems and damages chargeable to the member and that it is critical for the member to be reachable during the movement of the mobile home.

- e. The Contractor shall ensure that the customer has a location for the mobile home when it arrives at the destination and shall advise the member that SIT for mobile homes is difficult and costly to find.
 - f. The Contractor shall advise the member that the member must cancel shipments at least 48 hours in advance or the member will be charged with an attempted pickup.
 - g. The Contractor shall prepare the application for the move, DD FORM 1299 (CDRL 511R037).
- 5.11.6.7.2.2 Information Required for Mobile Home One Time Only (MOTO) Message to MTMC. The Contractor shall get from the member or via other research all further information required to prepare the message for the MTMC. Required information includes, but is not limited to:
- a. Pickup and delivery addresses
 - b. Conditions at the pickup site
 - c. Services to be performed by the mobile home carrier
 - d. Days in SIT and the SIT location if it is required
 - e. Mobile home dimensions
 - f. Dimensions of any Expando and locations of manufacturer designed zones
 - g. Make, model, weight, and year of the mobile home
 - h. Number of axles with tires (including the number of axles with tires on each half if the mobile home is double-wide)
 - i. Number of braking axles
 - j. Origin GBLOC
 - k. Destination GBLOC
- 5.11.6.7.2.3 Carrier Information from MTMC. The Contractor will receive a message back from MTMC informing the Contractor of the carrier, the cost, the dates for the move, contact information for the carrier, and a tender number.
- a. The Contractor shall telephone the carrier to confirm receipt of the shipment information. If the carrier has not received the information or there are other problems, the Contractor shall coordinate, research, and attempt to solve all issues prior to the pick-up date.
 - b. The Contractor shall telephone the member within one working day of receipt of the MTMC/MOTO message and provide the carrier contact information to the member and the actual cost of the move. If the actual costs are more than the entitlement the member has, the Contractor shall ensure that the member is aware that additional costs will be borne by the member. The Contractor shall annotate members file with notification including date and time.
 - c. The Contractor shall prepare the GBL based upon information from the member and from MTMC. The Contractor shall distribute the GBL to the carrier and the

destination transportation office, and shall place one copy in the files (CDRL 511R038).

5.11.6.7.2.4 Destination Transportation Office Information. The Contractor shall receive, research, and answer all requests for information from the destination Transportation Office in regards to the shipment.

5.11.6.8 Boats

5.11.6.8.1 General. The Contractor shall arrange for movement of boats, components, and accessories of boats as part of an entitled customer's personal property. Entitled customers are military members only.

5.11.6.8.2 DITY Boat Move. The Contractor shall advise members that boats may be moved as part of a DITY move. The Contractor shall also inform the member that personal property may be contained within the boat, and shall inform the member of procedures and entitlements when personal property and boats are to be transported together via DITY move. The Contractor shall ensure that boats transported in this way are hauled in one of the following approved modes:

- a. Boats may be transported in or on top of POVs primarily designed for hauling cargo, including towing of trailers.
- b. Boats may be transported or towed by rental vehicles or trailers procured by the member.
- c. Boats may be towed by passenger carrying vehicles, but may not be carried inside or on top of passenger vehicles.

5.11.6.8.3 Normal Household Goods. The Contractor shall arrange for the movement of boats, canoes, skiffs, rowboats, kayaks, and sailboats less than 14 feet in length, and dinghies or sculls of any size as normal household goods if the vessel does not have a trailer.

5.11.6.8.4 Direct Procurement Method. The Contractor shall arrange DPM movements of boats, including packing, containerization, local drayage, and storage services. The Contractor shall inform the member that the member is responsible for charges on all special crating and materials needed to move the boat. The Contractor shall ensure that only boats shorter than 14 feet along and canoes or kayaks under 300 pounds are shipped via DPM methods.

5.11.6.8.5 Boat One-Time-Only Moves. The Contractor shall arrange for shipment of boats with trailers or boats of 14 feet or more using MTMC requests. The Contractor shall perform combined boat and household goods shipment scheduling in accordance with the current Mobile Home/Boat Rate Solicitation. The Contractor shall advise the member that combined boat and household goods shipments usually incur excess costs that the member would be required to pay.

5.11.6.8.5.1 Information to MTMC. Boat scheduling shall be performed similarly to mobile home scheduling, except that the following information shall be provided to MTMC:

- a. Registration and title
- b. Maximum dimensions of the boat

- c. Trailer make and dimensions
- d. Pickup and destination locations
- e. Pickup date
- f. RDD
- g. Household goods information
- h. Excess Costs

5.11.6.8.5.2 Carrier Information from MTMC. Upon receipt of a message back from MTMC, the Contractor shall inform the member of excess cost amounts and allow the member to decide whether to continue the shipment scheduling or not. If the member chooses to cancel the shipment, the Contractor shall cancel it immediately.

- a. Tow-Away Service. If the arranged boat transportation is via tow-away service, the Contractor shall brief the member on the member's responsibilities for the move. The Contractor shall inform the member that if the boat is not prepared for shipment, the member may incur additional costs, and that additional insurance can be purchased by the member. The member must ensure that:
 - i. The boat and motor are securely fastened or strapped to the trailer.
 - ii. The trailer has a valid license (or, if the origin state does not require the trailer to be licensed, the member is responsible for the cost of a transit permit provided by the tow-away carrier).
 - iii. The trailer has working lights, wiring, brakes (if so equipped), good tires, the hubs are greased and have good bearings, and that the frame is not bent, twisted, or broken in a manner that would prevent safe transport.
 - iv. All personal items are removed from the boat and all antennas, fishing poles, and trolling poles are lowered or removed.
- b. Commercial Boat Hauler. If the arranged transport is via commercial boat hauler (for boats without trailers), the Contractor shall contact the boat hauler to coordinate pickup and delivery. The Contractor shall inform the member that all accessorial services are at the member's expense, and that additional insurance can be purchased by the member. The Contractor shall inform the member that the boat must be picked up at and delivered to a marina where a crane is available to load and unload the boat. Accessorial services that the member is responsible for include, but are not limited to, arrangements for the marina crane at origin and destination; dismantling bridges, spars, and masts to meet dimension requirements; removing all personal items from the boat; lowering or removing all antennas, fishing poles, and trolling poles; and storage at the destination marina. The Contractor shall inform the member that the dimension requirement is 13 feet high, and that SIT is not authorized for commercial boat haulers.

5.11.6.9 Do-It-Yourself (DITY) Moves

The Contractor shall perform all services required to support and assist members in making DITY moves in accordance with JFTR and individual service regulations. The Contractor shall inform the member of the requirements for authorized DITY move vehicles in accordance with JFTR and individual service regulations. The Contractor shall inform members of the DITY move option at the initial pre-move counseling session. At that time, the Contractor shall also counsel the members regarding the advantages and disadvantages of a DITY move and shall schedule members interested in a DITY move for DITY move counseling.

5.11.6.9.1 Travel Voucher. The Contractor shall type, compile receipts, and complete the member's travel voucher, DD Form 1351-2. When the member is authorized an advance travel payment, the Contractor shall provide the member with instructions on obtaining the advance from the Finance office. The Contractor shall provide instructions and guidance to the member on how to complete the forms. The Contractor shall distribute the completed forms in accordance with JFTR and individual service regulations.

5.11.6.9.2 Authorization for DITY Moves. The Contractor shall authorize DITY moves only when it is more cost effective to the Government and the member wants to make a DITY move. The Contractor shall make the Cost Comparison Calculations using the DITY Move Checklist (DD Form 2278).

5.11.6.9.3 Computing Estimated Incentives. The Contractor shall compute the estimated costs for making the DITY move for all interested parties at the counseling session. The Contractor shall compare the estimated DITY move costs with the estimated costs for a carrier move. The Contractor shall then give the member an estimate for the amount of the incentive to be received for making a DITY move.

5.11.6.9.4 DITY Incentive Payments. The Contractor shall compute DITY incentive payments and return them to the paying activity within two days after receipt. The Contractor shall compute DITY incentive payments on DD Form 2278 received from DFAS offices and submit them to the COR for certification within two working days. Upon return from the COR, the Contractor shall return certified DD Forms 2278 to the Government within one working day.

5.11.6.9.5 Weighing of Personal Property for DITY Moves. The Contractor shall counsel the member on the requirement and the proper process for obtaining weight tickets for the personal property shipment. The Contractor shall inform the member as to where the weigh stations are located and explain how the weighing process and the issuance of weight tickets are accomplished.

5.11.6.9.6 Paperwork. The Contractor shall provide the member with all required documents prior to the member's departure. The Contractor shall counsel the member on obtaining and keeping all weight tickets in order to receive the incentive payment. The Contractor shall provide documentation/validation that member was counseled in the members file.

5.11.6.9.7 DITY Moves Made Without Advance Approval. The Contractor shall process reimbursement claims for the actual cost of a DITY move made without advance approval or authorization. The member must provide receipts for all reimbursement claims. The Contractor shall prepare a cost comparison between the member's actual

cost and the estimated Government cost for a personal property shipment by carrier (CDRL 511R039). No incentives will be allowed for DITY moves made without advance approval, unless approved by appropriate authority. If the member has obtained a weight ticket, the member may submit a written request for an after-the-fact DITY. The Contractor shall submit a letter requesting approval/disapproval to TRADOC.

5.11.6.10 Storage In Transit (SIT)

The Contractor shall utilize the maximum free waiting time of up to two hours for all appropriate shipments and four hours for overseas shipments prior to authorization of SIT to locate the member and accomplish delivery. When advantageous to the Government and accepted by the carrier, paid waiting time shall be used to preclude SIT. If the Contractor cannot locate and inform the member that the personal property shipment has arrived, or if the member is not yet ready to accept delivery of the personal property, the Contractor shall have the member's personal property placed in SIT for a period not to exceed 90 days in accordance with the PPTMR. The Contractor shall also initiate SIT when Fort Lee is the originating transportation office and the destination transportation office cannot accommodate it due to a shortage of warehouse space. Normally this information is received via message.

5.11.6.10.1 SIT Extension. The Contractor shall prepare a Temporary Commercial Storage at Government Expense Form (DD Form 1857), upon the request of the member for a SIT extension of up to 90 days in accordance with the PPTMR, for approval and signature by the COR (CDRL 511R040). All requests will contain specific rationale for required additional storage. The Contractor shall contact the member prior to the expiration of the first initial 90 day storage authorization and ensure that the DD Form 1857 requesting additional storage is provided to the COR prior to the expiration of the initial 90 day storage period. The Contractor shall distribute the signed form in accordance with the PPTMR. The Contractor shall immediately notify the carrier/agent, in writing, when the member's SIT allowance has expired. The Contractor will receive a DD Form 619 from the carrier/agent and shall verify the carrier's data. The Contractor shall then complete the form for approval and signature by the COR. The Contractor shall distribute the signed form in accordance with the PPTMR.

5.11.6.10.2 Member Ready to Accept Delivery of Personal Property in SIT. Upon notification that the member is ready to accept delivery of the personal property in SIT, the Contractor shall notify the carrier/agent of the member's location/address, phone number, and the date of delivery.

5.11.6.10.3 Payment to a Carrier/Agent to Deliver SIT Property when the GBL has Expired. If the GBL under which the member's property was placed in storage has expired, the Contractor shall arrange for the delivery of the property in accordance with the PPTMR and shall prepare a SF 1034, along with an invoice from the carrier/agent to pay for the delivery (CDRL 511R041). The Contractor shall prepare the SF 1034 for the approval and signature of the COR.

5.11.6.10.4 Payment to the Carrier/Agent for SIT Services. Upon carrier/agent delivery of personal property out of SIT, the Contractor shall receive and verify the data contained in the Statement of Accessorial Services Performed (DD Form 619-1) in accordance with the PPTMR. All forms shall be thoroughly reviewed and legibly

initialed by the person making the review prior to forwarding the form to the COR for approval and signature. The Contractor shall process and distribute the signed form in accordance with the PPTMR.

- 5.11.6.10.5 Diversion. The Contractor shall prepare and process diversion documents when a customer's orders change prior to their arrival at Fort Lee from overseas and Fort Lee is no longer the destination of the shipment (CDRL 511R042). The Contractor shall prepare and process documents for long delivery out of SIT when a change in a customer's orders require his shipment to be transferred to another destination after the shipment has arrived at Fort Lee (CDRL 511R043).

5.11.6.11 Non-Temporary Storage (NTS)

- 5.11.6.11.1 Basic Ordering Agreements (BOAs). The Contractor shall maintain current BOA printouts from the Regional Storage Management Office. The BOA printouts identify NTS carriers, services, and rates that have been approved for use by the Regional Storage Management Office.

- 5.11.6.11.2 Initiate Storage. The Contractor shall schedule and procure NTS personal property in accordance with governing directives and in coordination with the customer.

- 5.11.6.11.2.1 Selecting a BOA Contractor. The Contractor shall select the NTS contractor with the lowest rate for the time period required. The Contractor shall book the NTS with the selected contractor. If the lowest rated NTS contractor is unable to handle the shipment, the DD Form 1164 shall be annotated accordingly and the Contractor shall contact the next-lowest rated NTS contractor. The Contractor shall continue until the shipment is scheduled.

- 5.11.6.11.2.2 Prepare Service Order. The Contractor shall prepare DD Form 1164, Service Order for Personal Property, for signature by the Regional Storage Management Office approved ordering officer or COR (CDRL 511R044). The Contractor shall distribute the signed form in accordance with PPTMR. The Contractor shall place the document in the NTS contractor's mail box or mail it prior to the scheduled pickup date so as to ensure that the shipment is picked up and the customer is not inconvenienced. If less than two days is available for notification, the Contractor shall fax the documentation to the NTS contractor and follow up the fax with telephone contact to ensure that notification is received.

- 5.11.6.11.2.3 Packing and Pickup of NTS Property. The Contractor shall inform the NTS contractor of the member's agreed-upon dates for packing and pickup of NTS property. The Contractor shall prepare MT 360-R for inspection of NTS contractor services.

- 5.11.6.11.2.4 BOA Warehouse Receipt. The Contractor shall obtain a warehouse receipt from the NTS contractor for the NTS property being stored. The Contractor shall file and utilize the warehouse receipt to prepare billing invoices (CDRL 511R045).

- 5.11.6.11.3 BOA Accounting.

- 5.11.6.11.3.1 Billing Invoices. The Contractor shall prepare a Billing Invoice in accordance with the PPTMR (CDRL 511R046). The Contractor shall send the

invoice to the NTS contractor for verification and review. The NTS contractor will return the billing invoice with complete verification and signature. The Contractor shall review and verify the invoice data. The Contractor shall return the invoice to the NTS contractor for correction within 15 days of receipt if errors are discovered. Validated invoices will be approved and signed by the COR. The Contractor shall prepare a SF 1034 and Document Transmittal Record, and shall forward it, along with the signed billing invoice and supporting documents to the serving DFAS office (CDRL 511R047).

5.11.6.11.3.2 Contractor Files. The Contractor shall maintain a file on each NTS storage lot containing all pertinent documents.

5.11.6.11.4 Expirations and Extensions of NTS.

5.11.6.11.4.1 Advance Notice of NTS Expiration. The Contractor shall monitor NTS expiration dates. If the member has not removed his property from storage, the Contractor shall notify the member in writing in accordance with the PPTMR 75 days prior to the first day of the expiration month.

5.11.6.11.4.2 NTS Extension. The Contractor shall receive authorizations, including fund cites, to extend NTS periods from the member's unit or activity, from Civilian Personnel Offices, or other Government activities. The Contractor shall prepare a supplemental DD Form 1164 and shall process it in accordance with the PPTMR (CDRL 511R048). The Contractor shall annotate the form to show that it is for NTS extension.

5.11.6.11.4.3 Termination of NTS Entitlement. When the member's NTS entitlement has expired, the Contractor shall process the termination of NTS storage in accordance with the PPTMR.

5.11.6.11.5 Delivery. The Contractor shall process release and order withdrawal and delivery of full or partial lots for storage in accordance with governing directives and in coordination with the customer. The Contractor shall submit the documentation to the COR for approval and signature. The Contractor shall distribute the signed form in accordance with PPTMR. The Contractor shall place the document in the NTS contractor's mail box or mail it prior to the scheduled pickup date so as to ensure that the shipment is picked up and the customer is not inconvenienced. If less than two days is available for notification, the Contractor shall fax the documentation to the NTS contractor and follow up the fax with telephone contact to ensure that notification is received. The Contractor shall prepare MT 360-R for inspection of the NTS contractor services.

5.11.6.11.5.1 Delivery of NTS (Local Storage). When the member is ready to accept delivery and the property is in the immediate vicinity, the Contractor shall process the delivery of NTS property in accordance with the PPTMR.

5.11.6.11.5.2 Delivery of NTS (Non-Local Storage). When the member is ready to accept delivery and the property is not in the immediate vicinity, the Contractor shall prepare and forward the necessary documents to have the member's NTS property shipped to the destination Transportation Office (CDRL 511R049).

5.11.6.12 Direct Procurement Method

The Contractor shall support the functions of the Direct Procurement Method (DPM) contract company designated for packing containerization and local drayage. This support includes, but is not limited to, the following:

- 5.11.6.12.1 Coordinate Storage and Delivery. The Contractor shall receive information on inbound personal property from the DPM contract company; advise customers of receipt of property at the warehouse; coordinate delivery/storage of property with customer and DPM contract company; prepare a work order reflecting this information and maintain suspense files on all due-in and SIT shipments (CDRL 511R050).
- 5.11.6.12.2 Prepare Drayage Service Orders. The Contractor shall prepare and provide to the DPM contractor company, outbound and local drayage work orders based upon information received from customers at the counseling session and arrange pack, pick up and movement of property (CDRL 511R051).
 - 5.11.6.12.2.1 Submit Work Orders. The Contractor shall submit all work orders to the DPM contract company in compliance with all terms and conditions of the DPM contract. The Contractor shall place all work orders in the DPM-contractor company's mail box for daily pickup. The Contractor shall provide confirmation to the Government that DPM work has been completed and distributed in accordance with local policies and procedures (CDRL 511R052). The Contractor shall prepare and provide the Government Bill of Lading to the DPM contractor within two/three days after receipt of the packing list.
 - 5.11.6.12.2.2 Maintain Records. The Contractor shall maintain a record, by calendar year, of the annual number of shipments and pounds per DPM contract line item. This record shall be provided yearly to the Government no later than on the last working day in January (CDRL 511R053).
- 5.11.6.12.3 Invoices. Within two workdays, the Contractor shall verify and process invoices, DD Form 619-1. The DD Form 619-1, with supporting documents, shall be submitted to the COR for authorization. Within two workdays after return from the COR, the Contractor shall forward the invoices to the Government financial office for payment in accordance with the Prompt Payment Act under the DPM. The Contractor shall make distribution in accordance with applicable directives.

5.11.6.13 Quality Control

The Contractor shall manage the TQAP program and other quality control procedures as specified in DOD Regulation 4500.34-R.

- 5.11.6.13.1 Personal Property. The Contractor shall implement the TQAP for international and domestic shipments of personal property as specified by MTMC. The Contractor shall inspect not less than 50% of personal property shipments (inbound and outbound) to ensure that carriers comply with the terms and conditions of the Tender of Service, applicable tariffs, and contracts. The Contractor shall also witness weigh/reweighs as appropriate. The Contractor shall notify the carrier, on site, of any discrepancies noted. Discrepancies shall be annotated on applicable inspection forms. If the carrier does not correct the discrepancies, the Contractor shall notify the COR.

- 5.11.6.13.2 SIT Warehouses. The Contractor shall inspect all SIT warehouses in accordance with the PPTMR and in conjunction with the Regional Storage Management Office (RSMO).
- 5.11.6.13.3 NTS Warehouses. The Contractor shall inspect NTS facilities in accordance with DOD 4500.34-R or other pertinent governing regulations. The Contractor shall complete DD Form 1812 and submit it to the COR for each inspection. The Contractor shall include documentation of all findings.
- 5.11.6.13.4 The Contractor shall recommend disciplinary action against personal property carriers and agents, initiate documentation for punitive action, and submit recommendations to the COR with supporting documentation (DD Form 1780 for inbound/outbound shipments; MT 360-R for DPM/local contractor moves; MT 352-R Discrepancies Observed on DPM/local contractor moves) for signature.
- 5.11.6.13.5 Inspection of Mobile Home Shipments. The Contractor shall physically inspect all mobile home shipments initiating or terminating in the Fort Lee commuting area, and as many as possible originating and terminating outside the local area but within the 5-9 AOR, to determine if the carrier is in compliance with the tender of service. The Contractor shall notify the carrier on site of any discrepancies noted during the inspection. If the carrier does not correct the discrepancies, the Contractor shall notify the COR.
- 5.11.6.13.5.1 Mobile Home Inspection Record. The Contractor shall initiate a Mobile Home Inspection Record (DD Form 1800) in accordance with the PPTMR if there is not one already with the shipment paperwork. The Contractor shall have the carrier fill out the carrier's portion of the form and the Contractor shall annotate the form identifying any problems or deficiencies noted during the inspection. The Contractor shall file a copy of the form in the carrier's performance file.
- 5.11.6.13.6 TQAP Pamphlet. The Contractor shall maintain and utilize the TQAP pamphlet dated February 1992 (or updated version as appropriate) to score and evaluate the performance of Government approved carriers. The Contractor shall book shipments of personal property only with the approved carriers identified in the MTMC provided listings.
- 5.11.6.13.6.1 Carrier Evaluations. The Contractor shall prepare Carrier Evaluation Worksheets and reports in accordance with DOD Reg 4500.34-R (CDRL 511R054). The Contractor shall recommend to the COR qualification, disqualification, and suspension of carriers and carrier agents from participation in the DOD Personal Property Program. The Contractor shall investigate complaints, prepare damage reports, and take other corrective action in accordance with DOD Reg 4500.34-R (CDRL 511R055).
- 5.11.6.13.6.2 Carrier Disqualifications. If a carrier or agent has serious or repeated violations of tender of service, the Contractor shall prepare a recommendation for carrier or agent disqualification in accordance with the PPTMR (CDRL 511R056). The prepared document shall be submitted to the COR for approval. The Contractor shall process and distribute approved recommendations for carrier or agent disqualification in accordance with the PPTMR. The Contractor shall also prepare all letters of disqualification of local agents and contractual letters and submit them to the COR for approval (CDRL 511R057).

- 5.11.6.13.6.3 Violation of Tender of Service. The Contractor shall identify and evaluate all violations of the tender of service in accordance with the PPTMR, Carrier Evaluation and Reporting System, and International Carrier Evaluation and Reporting System. Based on the severity of the violation, the Contractor shall determine if a warning or a suspension of the carrier shall be recommended to the COR.
- 5.11.6.13.6.4 Letters of Warning (LOW) Actions. The Contractor shall recommend action on carrier's appeals regarding LOWs and suspension actions and shall submit recommendation with supporting documentation to the COR for approval.
- 5.11.6.13.6.5 Warnings and Suspensions of Carriers. The Contractor shall prepare the warning or suspension (DD Forms 1780 or 1814) in accordance with the PPTMR for approval by the COR (CDRL 511R058). The Contractor shall process and distribute the approved warning or suspension in accordance with the PPTMR.
- 5.11.6.13.6.6 Carriers' Appeals to Warnings and Suspensions. When the Contractor receives appeals to warnings and suspensions, the Contractor shall forward the appeals, along with supporting documentation, to the COR. The Contractor shall process and distribute approved cancellations of warnings or suspensions in accordance with the PPTMR.
- 5.11.6.13.6.7 Inconvenience Claims. The Contractor shall advise and assist the customer in filing an inconvenience claim when a customer claims an inconvenience caused by a carrier in accordance with DOD Reg 4500.34-R.

5.11.7 FREIGHT SERVICES

5.11.7.1 General

The Contractor shall provide freight services to include the operation of a Freight Receiving and Shipping Point and all administrative and managerial responsibilities associated with the process of inbound freight shipments, outbound freight shipments, unit moves, and shipping and receiving of hazardous materials. The Contractor shall prepare, process, document, and label freight for shipment and prepare GBLs/CBLs. This includes, but is not limited to, coordinating with the customer to obtain the information necessary to properly complete the shipping documents when information is missing, incorrect, or incomplete and the shipment cannot be effected; packaging, weighing, measuring, and palletizing loads; loading rail cars and trucks, and tying down equipment on rail cars; and researching to determine and/or provide response to status of freight shipped or awaiting shipment.

- 5.11.7.1.1 Maintain Facilities and Provide Security. The Contractor shall ensure that facilities and areas provided for freight movements are well maintained, free of safety hazards and clean at all times. The Contractor shall ensure proper handling and security of inbound and outbound shipments of sensitive items
- 5.11.7.1.2 Loading and Unloading. The Contractor shall unload and warehouse incoming shipments and load outgoing shipments in ASP, POL, CRP and RXA or other locations as directed by the COR. The Contractor shall begin loading or unloading of shipments delivered by local vendors within 30 minutes after the vendor arrives at the storage site. The Contractor shall complete loading and unloading of commercial carries (truck or van) as outlined in MTMC Freight Traffic Rules

publication Number ____ and Midwest Motor Freight Bureau Rules Tariff _____. The Contractor shall complete loading and unloading of rail shipments to meet time frames in accordance with AR 710-2. The Contractor shall perform partial unloading and loading actions for shipments when designated as a stop off point on Government Bills of Lading.

5.11.7.1.3 Carrier Performance Program. The Contractor shall implement and administer a Carrier Performance Program in accordance with DOD Regulation 4500.9-R and other applicable regulations. The Carrier Performance Program may be administered through the CONUS Freight Modernization (CFM) System. In the event the CFM System becomes non-operational, the Contractor shall manually process all requirements. This includes, but is not limited to:

- a. Monitoring and providing data related to transportation discrepancies.
- b. Initiating Requests for Information (RFI).
- c. Inspecting and photographing damaged and astray freight shipments.
- d. Researching, preparing, and distributing the Transportation Discrepancy Report, SF 361 package.
- e. Freight Carrier Facility Inspection. The Contractor shall inspect freight carrier facilities monthly for astray freight and terminal conditions in accordance with DOD 4500.9-R. This includes, but is not limited to:
 - i. Gathering sufficient information on astray freight located in the carrier's facilities in order to research and resolve the problem.
 - ii. Resolving all astray shipments found in carrier facilities in accordance with DOD 4500.9-R, and other applicable regulations.
 - iii. Provide cost estimate.

5.11.7.1.4 Clearances. For all export shipments, the Contractor shall prepare and submit DD Form 1086 (Part I, Basic Request) to the appropriate MTMC headquarters in accordance with Water Terminal Clearance Authority (WTCA), Airlift Clearance Authority (ACA), and DOD Regulation 4500.9-R and applicable regulations.

5.11.7.1.5 Research and Prepare Special Shipments. The Contractor shall research requests for shipments such as HAZMAT, sensitive items, chemicals, oversized cargo, and security items in accordance with existing laws and regulations. The Contractor shall ensure that special shipping requirements are authorized and equipment (e.g. trucks and rail cars) needed to effect shipment is ordered and inspected upon arrival to ensure carrier requirement complies with Department of Transportation (DOT) standards and with CFR 49. If material shipped is radioactive, the Contractor shall prepare and have the local Radiological Protection Officer sign a copy of the "Notice of Radioactive Shipment" document.

5.11.7.1.5.1 Seals. The Contractor shall requisition, receive, affix, control, and maintain records for Government or commercial seals used to protect sensitive, protected, and classified items during shipment in accordance with AR 190-51, DOD 4500.9-R and applicable regulations. The Contractor shall ensure that

adequate common and cable seals are on hand at all times. The Contractor shall issue new seals for stop-off shipments.

5.11.7.1.6 Verify Invoices. The Contractor shall verify that the data on carrier invoices and Government documents match, and input data into the Standard Financial System (STANFINS) to allow payment for carrier services.

5.11.7.1.7 Codes. The Contractor shall apply carrier codes, Standard Point Location Code (SPLC), and other codes as outlined in DOD 4500.9-R to GBLs. This includes, but is not limited to, constructing Transportation Control Numbers (TCN) and other codes in accordance with DOD 4500.9-R and other applicable regulations.

5.11.7.2 Automated Information Systems

5.11.7.2.1 The Contractor shall operate the Government provided AIS to document and maintain freight movement data. If the system is non-operational, the Contractor shall manually process documentation and collect data. The Contractor shall input data into the AIS when it becomes operational. Operation of AIS includes, but is not limited to:

- a. Manually entering of information concerning vehicle shipments and coordinating onward movement of vehicle with the consignee.
- b. Electronically scanning and/or manually entering of data on incoming freight using hand-held scanners to document receipt of freight.
- c. Sorting, researching, and identifying supply classes, and annotating destination of freight received via the inter/intra-Installation (commercial and/or military) transportation system for onward movement on or off-Installation.
- d. Downloading data from hand-held scanners to the transportation module of the Government provided AIS to document receipt.
- e. Researching, correcting, and closing out information in the AIS prior to preparing and transmitting the In Transit Data Card, Document Identifier Code TK4 (DIC TK4) document.
- f. Download more than one AIS as required even if duplicated.

5.11.7.2.2 TCACCIS, TCAIMIS, AMS, and CFM Database Backups. The Contractor shall archive the AMS database daily and the CFM database weekly. The Contractor shall perform the archive function after normal duty hours when no users require system access.

5.11.7.3 Reporting Requirements

5.11.7.3.1 Weekly Reports. The Contractor shall submit weekly reports to the Government identifying significant accomplishments performed during the week which will be included in the Weekly Activity (WAR) Report.

5.11.7.3.2 Monthly Reports. The Contractor shall report statistical data in the shipment of cargo on TRADOC Form 406-R, TRADOC Activity Report (CDRL 511R059). The Contractor shall forward a copy of the form to the COR.

5.11.7.3.3 Annual Outloading Capability Report. The Contractor shall prepare the Annual Outloading Capability Report for the Installation, including the maximum

number of containers and rail cars that can be loaded in a 30-day period (CDRL 511R060). The Contractor shall submit the Annual Outloading Capability Report to MTMC.

5.11.7.4 Freight Receiving and Shipping Point Operation

The Contractor shall manage and operate the Freight Receiving and Shipping Point facility located in Building 7126. This facility serves as the inter/intra-Installation distribution hub for all freight and equipment shipments to, from, and within the assigned AR 5-9 AOR. The Contractor shall perform all tasks required for the shipment and receipt of Government freight via commercial transportation and the Defense Transportation System (DTS) per AR 55-38, DOD 4500.32-R (MILSTAMP) Vol I and II, Code of Federal Regulations (CFR) Title 49, AR 55-4, and DTR 4500.9-R. The Contractor shall receive, initiate, process, inspect, document, bill, stage, secure, and load freight and equipment for shipment to and from the assigned AOR. Shipments include, but are not limited to, over-sized material/equipment, classified materials, and volume moves. The Contractor shall maintain accountability for all freight and shipments at all times.

5.11.7.4.1 Update Freight Carrier Rate Information. The Contractor shall post, within three working days, the information contained on MTMC Form 363-R, Department of Defense Standard Tender of Freight Services, which has been certified by HQ, MTMC, to the records of the carrier whose freight rates have been affected.

5.11.7.4.2 Cost Estimates. The Contractor shall prepare freight cost estimates when it is necessary to ship freight or equipment to or from the local area to the site of origination or destination.

5.11.7.4.3 Equipment and Licensing. The Contractor's materiel handlers shall be licensed to operate all MHE required to perform the freight services mission. The Contractor shall also ensure that engineering equipment operators are licensed to operate all Army track and wheel vehicles.

5.11.7.4.4 Accountability of Property and Security of Shipments. The Contractor shall be responsible for the security of carrier vehicles and their contents if the loading or unloading is interrupted for any reason. The Contractor's responsibility shall continue until the loading/unloading process is resumed.

5.11.7.4.5 Frustrated or Astray Freight. At a minimum, the Contractor shall phone freight carrier's terminals on a quarterly basis to ascertain frustrated or astray freight shipments. The Contractor shall visit the carrier's facilities when it is determined that there is unidentified freight in the terminal, the carrier requests assistance, or the carrier's previous astray freight activity warrants regular visits. The Contractor shall notify the Astray Freight Committee at MTMC of any frustrated or astray freight shipments found. The Contractor shall provide contact and other information for updates to the Customer Services Activity directory to MTMC and forward to alternate consignee or destination as directed (CDRL 511R061).

5.11.7.4.6 Terminal Conditions. The Contractor shall submit a report to the Government no later than five workdays after completion of inspection which describes the terminal conditions and resolution of astray freight found in the carrier facilities (CDRL 511R062).

- 5.11.7.4.7 Customs. The Contractor shall act as liaison to, and coordinate with, United States Customs Offices for the release and processing of inbound shipments originated OCONUS and consigned to the local AOR. The Contractor shall coordinate and obtain release through the appropriate Customs Offices within three workdays after receipt of notification that the shipment is awaiting clearance.
- 5.11.7.4.8 Bar Code Labels. The Contractor shall prepare bar-coded labels using automated information systems for GBLs and other types of documents for inbound freight, premium transportation shipments, and inter/intra-Installation referrals and mis-shipments (CDRL 511R063).
- 5.11.7.4.9 Billing. The Contractor shall check invoices and prepare SF 1034s for each fast-delivery carrier and provide original copies to operating DFAS office or other paying offices (CDRL 511R064). The Contractor shall prepare DA Form 200, Letter of Transmittal, for each submittal to the operating DFAS office.
- 5.11.7.4.10 Direct Payments. The Contractor shall collect funds with DD Form 1131 Cash Collection Vouchers, shall deposit funds at the Crestar Bank on Fort Lee, and shall submit documentation to DAO.
- 5.11.7.4.10.1 The Contractor shall prepare an SF 215, Deposit Ticket, for each deposit and ensure that the banking official's signature is obtained on the SF 215. The Contractor shall retain the agency copy of the SF 215 as a file copy.
- 5.11.7.4.10.2 The Contractor shall submit DD Form 1131, Cash Collection Voucher, annotated with the SF 215 number, the date, the amount of the deposit, and the accounting classification to the Defense Accounting Office the same day the deposit is made to the bank. The Contractor shall attach the memorandum and confirmed copies of the SF 215 to the front of the DD Form 1131. The Contractor shall ensure that the totals of the SF 215 and the DD Form 1131 are in agreement, and shall submit the SF 215 and DD Form 1131 package to the cashier's cage at the DAO.

5.11.7.5 Inbound Freight Shipments

The Contractor shall coordinate, process, monitor, and inspect freight and conduct terminal operations for all inbound freight and equipment movements. The Contractor shall receive and process inbound freight and equipment through the CRSP.

- 5.11.7.5.1 Log Deliveries. The Contractor shall log each carrier delivering freight or equipment on a GBL, CBL, or Special Purchase Order (SPO) in accordance with DOD 4500.9-R. As a minimum, the Contractor shall capture enough data to ensure that carriers who fail to provide a copy of the GBL, CBL, or SPO after completion of delivery can be traced so shipping documentation can be closed out. The Contractor shall log and date-stamp each hand copy GBL, CBL, and SPO. For partial shipments, the document shall be filed in a suspense file until the shipment is complete. The Contractor shall update the suspense file as items are delivered.
- 5.11.7.5.2 Small Package Carrier Shipments. The Contractor shall receive and process all inbound shipments from small package carriers such as United Parcel Service (UPS) and Federal Express (FedEX), and shall unload them at Building 7126. The Contractor shall pick up US Postal Service parcel post deliveries from the Installation Post Office. US Post Office pickups shall include items intended for the DOL and

items that are addressed to DOL locations but which will be provided to a customer via supply channels.

- 5.11.7.5.3 Advance Notification of Delivery. The Contractor shall maintain a file of advance notices from other transportation offices of freight deliveries scheduled to arrive at Fort Lee. The Contractor shall use the advance notification data to plan workload requirements, including advance preparation to handle special or sensitive freight.
- 5.11.7.5.4 Paying Office Information. The Contractor shall inform carriers, shippers, or vendors of the appropriate paying office when the Government is not responsible for transportation charges or shipments delivered on a Cash-on-Delivery (COD) basis.
- 5.11.7.5.5 Inspection of Inbound Freight. The Contractor shall inspect each inbound freight shipment for the condition of seal, correct markings, proper packing, condition of freight, and the number of items received. In addition, the Contractor shall visually inspect rail cars, vehicles, equipment, and documentation for damage, overages, shortages, accuracy, and mis-shipments prior to off-loading. The Contractor shall review documentation and unload and inspect freight for damage, overages, shortages, and mis-shipments.
- 5.11.7.5.5.1 Inspect Freight Shipment Seals. The Contractor shall inspect the seals on inbound freight shipments. If the seals are missing or broken, the Contractor shall take action in accordance with DOD 4500.9-R and shall notify the COR.
- 5.11.7.5.6 Verify Service. The Contractor shall verify that any special carrier service indicated on the GBL, CBL, or SPO, such as, signature service, guards, and dual drivers, has been provided. The Contractor shall report discrepancies in shipment services on SF 361 in accordance with DOD 4500.9-R. The Contractor shall complete and file SF 361 (CDRL 511R065) within seven workdays of the identification of a discrepancy. The Contractor shall take photographs, as necessary, to document discrepancies.
- 5.11.7.5.7 Freight Discrepancies. The Contractor shall identify any discrepancies, to include damage, shortages, tampering, pilferage and overages, between the GBL, CBL, Invoice or Freight Tally and the actual freight received. The Contractor shall annotate the front of the GBL, CBL, Invoice or Freight Tally, describing the discrepancies that have been identified. The Contractor shall sign the document and shall ask the carrier/truck driver to sign the annotated document. If the carrier/truck driver refuses to sign, the Contractor shall write "Driver Refuses to Sign" on the front of the document. If all the data cannot be written on the front of the document, the Contractor shall write "See Reverse" and shall continue on the back of the GBL, CBL, Invoice, or Freight Tally.
- 5.11.7.5.7.1 Discrepancy in Shipment Report (Transportation Discrepancy Report). The Contractor shall identify, document, and report all discrepancies in freight shipments. The Contractor shall report the discrepancies by preparing and distributing a Transportation Discrepancy Report on SF 361 (CDRL 511R066) in accordance with AR 55-38.
- 5.11.7.5.7.2 Resolve Discrepancies. The Contractor shall report and resolve overages, shortages, damages, and lost and astray freight or equipment on inbound shipments in accordance with AR 55-38 and DOD 45009-R.

- 5.11.7.5.7.3 Tracing. The Contractor shall coordinate and follow-up on inbound and outbound shipment of freight via all modes of military or commercial carriers. The Contractor shall track sensitive shipments via REPSHIPS and ensure that they are received by the Required Delivery Date (RDD). If sensitive shipments are not received by the RDD, the Contractor shall initiate an immediate tracer action and notify the intended recipient of the delay.
- 5.11.7.5.7.4 Correct GBLs. The Contractor shall correct GBLs as required using SF 1200 (CDRL 511R067) in order to change cost or weight for GSA shipments of less than \$100.
- 5.11.7.5.8 Direct Incoming Carriers. The Contractor shall designate where incoming rail and motor carriers are to unload shipments. The Contractor shall ensure that shipments are unloaded within the allowable time of prescribed tender. The Contractor shall release each carrier upon completion of their delivery. The Contractor shall provide directions to delivery vehicles for both direct deliveries and deliveries to the freight shipping and receiving point, including researching the names and addresses of recipients when they are not given in available shipping documents. If a large direct shipment is made, the Contractor shall accompany the carrier to the destination and perform receiving operations there.
- 5.11.7.5.9 Incoming Automatic Shipments. The Contractor shall receive incoming shipments that do not reflect a DODAAC that is supported by Fort Lee, do not include documentation, have only a packing slip, or have only a GBL. When such shipments arrive, the Contractor shall date and time stamp the shipping container, place the stock received in a segregated area and determine which unit or activity should receive the property.
- 5.11.7.5.10 Deliver Shipments. The Contractor shall deliver freight if the consignee is unable to pick it up and shall load freight onto consignee vehicles as required. The Contractor shall move, stage, and load freight received on to intra-Installation transportation vehicles for onward movement to the consignee. Freight shall be loaded on to the intra-Installation transportation vehicles in accordance with direction and guidance provided by the intra-Installation Transportation Coordinator or representative.
- 5.11.7.5.10.1 Direct Deliveries to the Customer Location. When inbound freight is delivered directly to the customer's location, the Contractor shall ensure that all property is properly accounted for and that the paperwork is completed in the same manner as deliveries made directly to the Freight Service Office and Warehouse. The Contractor shall process receipts for direct deliveries. The Contractor shall trace all known deliveries where receipts have not been received.
- 5.11.7.5.10.2 Receive Direct Deliveries. On an exception basis, the Contractor shall receive and process direct delivery freight shipments consigned to units and organization stationed locally. Exception basis is when the commercial carrier cannot deliver the shipment to the unit organization due to deployments, relocation, or closure. The Contractor shall telephone the organization or other responsible Government office to confirm status of unit or organization prior to receipt of shipment.

- 5.11.7.5.11 Special/Sensitive Shipments. The Contractor shall receive special-project freight shipments. The Contractor shall notify the receiving project manager or receiver that items have been received and are ready for pickup or delivery and shall process shipments accordingly.

5.11.7.6 Outbound Freight Shipments

The Contractor shall coordinate, manage, process, inspect, and monitor freight and conduct terminal operations for all outbound freight and equipment movements for customers within AR 5-9 AOR via commercial transportation and DTS per DOD 4500.9-R and DOD 4500.32-R. When requested the Contractor shall provide customers estimated freight shipping costs within 24 hours. The Contractor shall coordinate with customers, carriers, and MTMC to change the configuration or characteristics and consolidation of shipments in order to reduce overall costs to the Government.

- 5.11.7.6.1 Reports and Data Tracking. The Contractor shall coordinate, route, prepare, process, and distribute shipment documentation and other reports, and maintain freight and unit movement data through the Government provided AIS and/or applicable regulations. If the systems are non-operational, the Contractor shall manually process all requirements in accordance with applicable regulations. The Contractor shall update the systems when they are operational.
- 5.11.7.6.2 Volume Move Requests. The Contractor shall prepare and submit a Volume Move Request (VMR) packet (CDRL 511R068) within five workdays after receipt of DD Form 1348-1, DA Form 2940R and/or local form for the requirement to ship, unless the RDD/DDD requires the Contractor to expedite the shipment. The VMR packet shall be submitted to the appropriate MTMC headquarters. If expediting is required, the Contractor shall complete documents and provide them to MTMC by the fastest method possible.
- 5.11.7.6.3 Freight Shipping Requests. The Contractor shall receive Requisition and Invoice Shipping Documents (DD Form 1149), DOD Single Line Item Release and Shipping Documents (DD Form 1348-1), or QMFL 1057, Request for Shipment, memo. When any of these documents are prepared and signed in accordance with DOD 4500.9-R and MILSTAMP 4500.32R, respectively, this is a valid request and authorization for shipment of freight.
- 5.11.7.6.4 Preparation of Freight for Shipment. The Contractor shall visually inspect the freight to verify that the identification, quantity, and condition of the freight matches the DD Forms 1149 or 1348-1. The Contractor shall move the freight received from the customer to the outbound staging area until arrangements are made for a carrier to pickup the material. When the material is too heavy or too bulky to be transported to the freight services warehouse, the Contractor shall arrange for the carrier to pickup the freight at the customer's location.
- 5.11.7.6.4.1 Packaging and Labeling Freight. The Contractor shall mark, label and pack all freight for shipment in accordance with MIL-STD 129, CFR 49, TM 38-250 and DOD 4500.9-R. All packaging for hazardous material shipments shall comply with the Performance Oriented Packaging (POP) requirements of the International Civil Aviation Organization (ICAO), The United Nations (UN) "Orange Book" (Transport of Dangerous Goods), the International Maritime Dangerous Goods (IMDG) Code, DOD 4500.32R, Volume 1, and all POP messages and

memorandums. All interior and exterior containers shall be marked and labeled in accordance with ICAO Technical instructions, IMDG Annex I, Titles 29 and 49 Code of Federal Regulations (CFR), and MIL-STD 129.

5.11.7.6.4.2 Loading Freight. The Contractor shall load outgoing shipments of freight. The Contractor shall enter the bill of lading number on the shipping document and forward the document to the files section within one working day after the shipment is made. If the shipment is made via parcel post, the Contractor shall deliver the shipment to the Government's central metering facility within two working days after disposition instructions are received and shall return a copy of the shipping document to the files section.

5.11.7.6.5 Shipments to Remote Areas Within AR 5-9 AOR. The Contractor shall coordinate the shipment, prepare the paperwork, send the paperwork, and seal by overnight carrier no later than 48 hours prior to pickup date and include self-addressed stamped envelope (SASE) for return documents.

5.11.7.6.6 Special Shipments.

5.11.7.6.6.1 Shipping Classified and Sensitive Materiel. The Contractor shall pack, label, and ship classified materials in accordance with DOD 4500.9-R and routing instructions from the MTMC. When shipping sensitive items, the Contractor shall call in satellite monitoring (SM) for weapons.

5.11.7.6.6.2 Blue Bark Shipments of Privately Owned Vehicles of Deceased and Their Dependents. For shipment of POVs of deceased members or their dependents, the Contractor shall coordinate with the Survivors' Assistance Officer for pickup and delivery of the POV. The Contractor shall also notify the destination transportation office of the shipment.

5.11.7.6.7 Government Bill of Lading (GBL). The Contractor shall prepare the GBL on Standard Form (SF) 1103a (CDRL 511R069) and SF 1109 (CDRL 511R070) for the procurement of Transportation Services. The Contractor shall prepare and distribute the GBL in accordance with DOD 4500.9-R. The Contractor shall ensure that the shipper provides the Government a copy of a local form, Request for Transportation of Supplies, and DA Form 2940-R. The Contractor shall ensure that all copies of GBLs or CBLs are signed and dated by the carrier's representative. The Contractor shall verify that DD Form 1348-1 (DOD Single Line Item Release/Receipt Document) is correct, contains the required information and is signed by the customers requiring items to be shipped. The Contractor shall maintain receiving and shipping registers, document registers, and accountability of GBLs, CBL, and special purchase orders.

5.11.7.6.7.1 GBL Correction Notice. The Contractor shall prepare a GBL Correction Notice (SF 1200) in accordance with DOD 4500.9-R, when the GBL for a freight shipment requires alteration or correction, after the GBL has been distributed. The completed SF 1200 will be approved and signed by the COR. The Contractor shall process and distribute the signed form in accordance with DOD 4500.9-R. The Contractor shall complete the GBL and apply substitution rules in accordance with MTMC routing when carrier substitutions apply.

5.11.7.6.7.2 Lost or Destroyed Freight Waybill and GBL. When both the freight waybill and GBL are lost or destroyed, the Contractor shall, upon request, furnish

the carrier with a certified true copy of the applicable consignor copy of the GBL. The Contractor shall process the substitution in accordance with DOD 4500.9-R.

5.11.7.6.7.3 Converting Commercial Bills of Lading. The Contractor shall convert Commercial Bills of Lading (CBLs), express receipts and other commercial billing documents to GBLs, when the commercial documents meet the criteria established in DOD 4500.9-R. When applicable, the Contractor shall prepare, issue, and distribute the GBL in accordance with DOD 4500.9-R.

5.11.7.6.8 Notification of Shipment to the Customer. The Contractor shall send the shipping customer (requester of shipping services) a copy of the GBL, annotated with the fund citation, GBL number, date shipped and the estimated shipping charges. The Contractor shall send the annotated GBL to the customer within five workdays after shipment of the freight. The Contractor shall address the form to the customer's funds control officer.

5.11.7.6.9 Determine Mode. The Contractor shall freight-classify items for shipment. The Contractor shall determine mode of transportation, routing, and type of equipment required to complete the shipment safely and efficiently. The Contractor shall select the mode of transportation meeting the RDD or the Desired Delivery Date (DDD) that results in the lowest overall cost to the Government. The Contractor shall prepare and process freight for shipment by parcel post, premium carriers, or other commercial carriers. The Contractor shall arrange, follow-up and track rail, truck, air and vessel movements and routings with MTMC. The Contractor shall estimate shipment costs, order carrier equipment, and prepare shipping documentation.

5.11.7.6.10 Selection of Carriers. The Contractor shall maintain the official tender files of approved carriers. The Contractor shall assign freight shipments only to MTMC approved carriers in accordance with DOD 4500.9-R.

5.11.7.6.10.1 Authority to Route Shipments. The Contractor's authority to arrange for and route freight shipments is dependent upon the type of shipment, weight of the shipment and the method of transportation required. The delineation of routing authority categories is identified in DOD 4500.9-R.

5.11.7.6.10.2 Freight Shipments of 10,000 Pounds or More. When notified of a shipping requirement beyond the scope of the COR's authority (10,000 pounds or more), the Contractor shall telephone MTMC or use AIS, and provide them with the shipping information required by DOD 4500.9-R. MTMC will provide Routing Instructions (RINs) and a Domestic Routing Order identifying acceptable carriers to be used for the shipment. The Contractor shall select the lowest priced acceptable carrier available to take the shipment. The Contractor shall notify the customer and shall prepare the freight for shipment.

5.11.7.6.10.3 Freight Shipments of Less than 10,000 Pounds. The Contractor shall arrange for and schedule all freight shipments within the COR's authority (less than 10,000 pounds) in accordance with DOD 4500.9-R. The Contractor shall select the lowest priced carrier, using the MTMC approved official tender files in accordance with DOD 4500.9-R.

5.11.7.6.10.4 Demurrage, Detention, and Storage. The Contractor shall plan and schedule for the loading, unloading and release of carrier vehicles, within the time

frames allowed by current tariffs and shall avoid unnecessary demurrage, detention and storage costs.

5.11.7.6.11 Diversion or Reconsignment of Freight Shipments. The Contractor shall prepare an endorsement and correction notice of the GBL (CDRL 511R071) in accordance with DOD 4500.9-R when shipments are diverted or re-consigned. The endorsement shall be forwarded to the COR for approval and signature. The Contractor shall process and distribute the signed endorsement in accordance with DOD 4500.9-R.

5.11.7.6.12 Tracing. The Contractor shall trace shipments to determine location, date and time of arrival, and other required information. For sensitive item shipments not received by the RDD/DDD, the Contractor shall initiate expeditious tracer action. If tracer action is unsuccessful, the Contractor shall prepare and submit SF 361, Discrepancy in Shipment Report, immediately. All other tracer actions shall be accomplished in accordance with applicable directives or when requested by customers.

5.11.7.6.13 Shipper Compliance. The Contractor shall verify, at the shipper's site, the shipper's compliance with CFR 49, DOD Reg. 4500.9-R, and other applicable regulations for all sensitive-item and HAZMAT shipments, such as ammunition, explosives, poisons, or radioactive materials, leaving the local area. The Contractor shall also verify that all shipped items match those listed on the GBL. The Contractor shall reject all shipments that do not meet the above stated criteria.

5.11.7.6.14 Drive-Away/Truck-Away Services. The Contractor shall process drive-away/truck-away requirements in accordance with DOD 4500.9-R.

5.11.7.6.15 Self Locking Seals. The Contractor shall attach self locking seals, special NSN for security, on outbound freight shipments and annotate the GBL with the seal number in accordance with DOD 4500.9-R.

5.11.7.7 Shipping of Hazardous Materials.

The Contractor shall classify, provide packing instructions, label, certify, and ship hazardous materiel in accordance with DOD 4500.9-R, TM 38-250, and the Code of Federal Regulation (CFR) Title 49 and Attachment 1, Guide for Shippers. TM 38-250 and CFR Title 49 identify commodities that are considered hazardous. The Contractor shall certify all aspects of hazardous material shipping in accordance with DOD 4500.9-R, TM 38-250, and CFR Title 49. The Contractor shall have not less than one employee certified in accordance with the above directives for hazardous materiel and cargo handling. The Contractor shall have a certified hazardous materiel employee present when hazardous materiel is being prepared for shipment.

5.11.7.7.1 Hazardous Materials Handling. The Contractor shall receive, package, label, and process hazardous Government property, such as waste paints, thinner, pesticides, gas cylinders, and electrical transformers contaminated with polychlorinated biphenyl's (PCBs), for turn-in through the DRMO in a safe and secure manner in accordance with Department of Transportation regulations (29 CFR 10-198), the Toxic Substances Control Act (PL 94-469), the Resource Conservation and Recovery Act (PL 94-580), Occupational Safety and Health Administration Standards (29 CFR 1910), and as directed by the COR. The Contractor shall prepare turn-in documents (DD Form 1348-1) (CDRL 511R072). The Contractor shall ensure that the

receipt documentation is in order, that the container is non-leaking and safe to handle, and that all labels, and other markings are on the containers prior to transportation and storage in the Hazardous Waste Storage Facility.

5.11.7.7.2 Material Safety Data Sheets (MSDSs). The Contractor shall review shipping documents to identify HAZMAT materials, check existence and currency of MSDSs, and prepare MSDSs to replace expired or missing MSDSs through Government provided AIS.

5.11.7.7.3 Training Coordination. The Contractor shall coordinate HAZMAT function-specific and certification training to all employees and Government personnel who directly affect, process, or certify HAZMAT transportation safety in accordance with local, state, and federal requirements. This includes training Government and Contractor personnel in general awareness and familiarization with HAZMAT (recognition, markings, safety, and emergency response) within 90 days of beginning to work with or near HAZMAT or radioactive materials, and providing HAZMAT refresher training annually for all individuals. Government instructors will be provided for the course.

5.11.7.7.4 Counsel Customers. The Contractor shall counsel customers in shipping requirements; e.g., packing, labeling, documentation, placarding, and marking requirements for hazardous and non-hazardous material. This counseling includes, but is not limited to, advising and assisting walk-in customers; affixing proper address labels, packing lists, and certificates; and providing immediate service to customers requiring short-notice or emergency freight and equipment movements. The Contractor shall coordinate with and advise the customer/unit on the preparation of HAZMAT shipments and the required shipping documents and packaging.

5.11.7.7.5 Report of Shipment The Contractor shall notify the consignee regarding each shipment of sensitive, classified, radioactive, other hazardous, or perishable materiel. The Contractor shall prepare the Report of Shipment message (CDRL 511R073) in accordance with DOD 4500.9-R and shall provide the data to the consignee prior to the scheduled delivery date of the shipment. The Report of Shipment data shall be provided to the consignee by message, fax, or by telephone conversation with the consignee.

5.11.7.8 Unit Moves

5.11.7.8.1 Mobilization and Deployment Plans. The Contractor shall obtain and maintain the most current Fort Lee mobilization and deployment plans.

5.11.7.8.2 Training. The Contractor shall work closely with and train Government personnel to receive, process, classify, label, placard, load, unload, sort, inspect, document, secure, store, and close out shipments for off-Installation movements.

5.11.7.8.3 Government Bills of Lading. For shipments originating at locations that do not prepare GBLs, the Contractor shall prepare GBLs for military equipment returned to the local area. The Contractor shall record on the Inspection Report on Carload and Truckload Shipments sufficient information for returned military freight and equipment to verify services listed on shipping documents. The Contractor shall provide the completed GBL and supporting documentation to the carrier prior to the shipment leaving the local area. The Contractor shall file and maintain one copy of all documentation pertaining to the unit move.

- 5.11.7.8.4 Volume Move Requests. The Contractor shall submit VMRs and obtain routings from MTMC area headquarters for all shipments associated with moving military units in sufficient time to meet load out schedules. The Contractor shall contact MTMC for substitution data if not included in routing. The Contractor shall forward a copy of the return routing to the destination or as directed by the Government when equipment is re-deployed. The Contractor shall provide the Government day and night Points of Contact (POCs) for unit moves. The POCs shall be available continuously after notification of a unit move start.
- 5.11.7.8.5 Automated Unit Equipment Lists. The Contractor shall provide a systems administrator for the Government-provided Automated Unit Equipment List (AUDEL) AIS. Systems administration includes, but is not limited to, performing daily backups of the system, installing system upgrades, identifying system problems, informing the AIS support team of the problem, and implementing solutions as required.
- 5.11.7.8.5.1 AUDEL Assistance and Training. The Contractor shall provide assistance and training to supported units, as required, when unit members are preparing or updating quantities and volumes included in AUDELs. The Contractor shall edit all input data for accuracy and forward to FORSCOM as required.
- 5.11.7.8.6 Support of Readiness Exercises. The Contractor shall determine and provide to the Government estimates of commercial transportation requirements for actual moves, training exercises, Emergency Deployment Readiness Exercises (EDREs), and Sea Emergency Deployment Readiness Exercises (SEDREs) when AUDEL or DA Form 2940-R is provided for review.
- 5.11.7.8.7 Staging Equipment. The Contractor shall maintain accountability for pallet sets and other prepositioned equipment stored at Fort Lee and provide quarterly reports on its status to FORSCOM.
- 5.11.7.8.8 Hauling Permits. The Contractor shall maintain blanket hauling permits for the Installation, including all Installation vehicles, and for the Commonwealth of Virginia.
- 5.11.7.8.9 Rail and Commercial Vehicle Movements. The Contractor shall order appropriate rail cars for equipment offered for all rail movements, unless specified deviation is approved by the Government. The Contractor shall also order appropriate trucks and vehicles for other shipments. The Contractor shall verify the adequacy of tie down equipment and the suitability of rail cars and vehicles for the intended shipment. The Contractor shall reject the equipment if it does not meet adequacy and suitability criteria, and notify the carrier to correct the unacceptable condition(s). The Contractor shall order the required rail service from the rail carrier immediately after the routing has been submitted to MTMC in order to ensure availability of rail carrier equipment.
- 5.11.7.8.9.1 Rail Loading Plan. For rail movements, the Contractor shall prepare, update, and distribute the Rail Loading Plan (CDRL 511R074), in sufficient time to obtain carrier equipment and meet deployment load out schedules, unit practices, or training exercises. Subsequent load plans shall be prepped when the unit changes shipping requirements. The Contractor shall assist and coordinate with DPW on BBPCT for blocking rail cars.

- 5.11.7.8.9.2 Commercial Vehicle Loading Plan. For commercial vehicles, the Contractor shall determine the number and type of vehicles required, based on the weight and dimensions of the equipment to be moved, and prepare a loading plan based on these requirements (CDRL 511R075). The Contractor shall order required truck service from the motor carrier after notification of routing from MTMC. The Contractor shall coordinate with commercial carriers and provide directions on staging areas. The Contractor shall coordinate with the rail inspector for the pre-loading inspection of all rail cars, and ensure that all safety precautions are in place.
- 5.11.7.8.9.3 Material Handling Equipment. The Contractor shall provide MHE for loading, and coordinate, perform, and monitor loading to verify that equipment is loaded in accordance with the loading plan. The Contractor shall provide MHE for re-deployment and unloading, and coordinate, perform, and monitor unloading to verify that equipment is unloaded in accordance with the unloading plan.
- 5.11.7.8.9.4 Inspection of Shipments. The Contractor shall inspect carload and truckload shipments, and prepare a report which annotates all discrepancies that can be attributed to carrier handling. All damages shall be documented and reported to the carrier prior to unloading. The carrier shall be given the opportunity to inspect the damages prior to removal of tie down equipment.
- 5.11.7.8.10 Air Movements. The Contractor shall generate a request for aircraft in accordance with AR 59-3, AR 59-8, and AR 59-9 if the need for an aircraft is identified for a unit move. The Contractor shall coordinate with the unit being moved to provide MHE availability, loading equipment times, the specifications of equipment to be loaded, the number of troops to be carried, any hazardous cargo that will be transported, the mission, its priority, Contractor contact information, and unit commander contact information. Upon receipt of required unit arrival time and other pertinent information, the Contractor shall arrange transport for the unit to the aircraft. The Contractor shall generate Aircraft Loading Plans either manually or with the Government provided AIS.
- 5.11.7.8.11 Convoys. The Contractor shall prepare requests for convoys in coordination with the unit, and provide them to Mobilization Movement Control (MOBCON) for action in accordance with FM 55-312. The Contractor shall schedule convoys locally if MOBCON is unable to process the request. Upon receiving dates and times for the convoy, the Contractor shall coordinate with the moving unit as required, and notify authorities of areas that the convoy will travel through. The Contractor shall process all DD 1266s, Requirement for Special Hauling Permit, for all OD equipment not covered under the Blanket Hauling permits.